



Multicultural Resources

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State of Maine
Department of Health and Human Services
Office of Deaf Services & Multicultural Diversity

For additional copies or to submit updated information please contact:

Meryl Troop, Office of Immigrant and Multicultural Services
11 State House Station,
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Augusta, ME 04333-0011
Cell phone: 207-557-0232 Preferred!
Voice: 207-287-4240
New Toll-Free TTY-only: 1-866-241-8639
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E-mail: meryl.troop@maine.gov

This document is on the Web! Check for updates and forward to colleagues:
<http://www.state.me.us/bds/mhservices/MulticulturalResource/Contents.html>

NON-DISCRIMINATION NOTICE

The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975 and the Maine Human Rights Act. Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to BDS's ADA Compliance/EEO Coordinator, State House Station#11, Augusta, Maine 04333, (207) 287-4289 (V), (207) 287-2000 (TTY). Individuals who need auxiliary aids for effective communication in program and services of BDS are invited to make their needs and preferences known to the ADA Compliance/EEO Coordinator. This notice is available in alternate formats.

The Department of Health and Human Services would like to keep this guide as current as possible. Please keep us updated regarding special services your agency provides for limited English proficient (LEP) people and other minority groups in Maine.

Please Print Clearly or Type

Agency Name: _____

Address: _____

Phone#(voice,TTY,FAX): _____

E-mail address:_____

Contact person and title: _____

Describe specialized service provided:

Meryl Troop, Office of Immigrant and Multicultural Services
11 State House Station,
Greenlaw Building, 3rd floor
Augusta, ME 04333-0011
Cell phone: 207-557-0232 Preferred!
Voice: 207-287-4240
New Toll-Free TTY-only: 1-866-241-8639
FAX: 207.287.4052
E-mail to: meryl.troop@maine.gov

INTRODUCTION

*Who are the Limited English Proficient (LEP) people in Maine?*¹

RESIDENTS

Lawful permanent residents (LPRs) are foreign-born individuals who have been admitted to live permanently in the United States. People become LPRs through various ways, including family-sponsored immigration, employment-based immigration, refugee and asylum admissions, an annual “visa lottery,” and a variety of other legal avenues. Family-sponsored immigration typically accounts for more than two-thirds of all legal immigration into the United States each year.

(Sources: USCIS Annual Statistical Yearbook (various years), available at:

<http://uscis.gov/graphics/shared/statistics/index.htm>, and “A New Century: Immigration and the US,” *Migration Information Source*, February 2005
<http://www.migrationinformation.org/Profiles/display.cfm?ID=283>)

IMMIGRANTS

An immigrant is broadly defined in the United States Immigration and Nationality Act (INA) as any person who is not a citizen or national of the United States, except for persons admitted with temporary (“nonimmigrant” – see definition below) visas. An undocumented noncitizen, for example, who entered the United States without permission, would be defined as an immigrant under the INA. However, many people use the term “immigrant” to refer to an individual admitted to the United States as a Lawful Permanent Resident.

(Source: U.S. Citizenship and Immigration Services

<http://uscis.gov/graphics/glossary2.htm#l>)

NONIMMIGRANTS

A nonimmigrant is a person who is allowed to enter the U.S. for a temporary period. The person must have a permanent residence abroad and qualify for the nonimmigrant classification sought. The most common nonimmigrants are those with visitor visas, but there are also nonimmigrant visas available for foreign students, temporary workers, including agricultural workers and professional workers, performing artists and athletes, and foreign government officials, among others. There are more than fifty different nonimmigrant visa classifications. In some cases, spouses and unmarried minor (or dependent) children of nonimmigrants can also receive nonimmigrant visas so that the family can be in the U.S. together.

¹ We extend a special thank-you to Immigrant Legal Advocacy Project who assisted us with these definitions, and any information not accredited to a specific source has been fact-checked by their office. It is important to recognize that immigration law is complex and ever changing. For this reason, these categories are designed as general guidelines for understanding only. Anyone planning on an immigration application of any sort should always first consult an immigration lawyer.

(Source: United States Citizenship and Immigration Services
<http://uscis.gov/graphics/glossary3.htm#N>)

TEMPORARY PROTECTED STATUS

When natural disasters or civil wars or other conditions creating urgent humanitarian situations occur in a foreign country, the U.S. government may designate that country for “Temporary Protected Status” (TPS). Citizens of a designated country may apply for TPS, if they can prove that they were already in the US on the date of the designation, and that they have lived in the U.S. continuously since the designation date, among other eligibility criteria. Persons who have previously been convicted of a felony or two misdemeanors are ineligible. TPS is typically granted for one year or 18 month increments and the US government may extend TPS multiple times before deciding to terminate the designation. Persons who are legally here, for example, on nonimmigrant visas, or persons who are undocumented, can apply for TPS if eligible. Once TPS ends, persons who have no other legal status can be put into court proceedings to remove them from the U.S. if they do not leave on their own. Persons who have TPS are able to get a work permit in order to work legally in the U.S.

APPLICATIONS PENDING

Immigration applications can take a very long time to be processed by U.S. Citizenship and Immigration Services or by the immigration courts. For example, a resident of Maine who files for asylum may be waiting as long as a decade to receive a decision. Noncitizen domestic violence survivors may be waiting from a year and one-half to nine years to obtain residency, depending upon the situation. Often, persons applying for an immigration benefit are able to remain in the U.S. legally while their applications are in process, and can also obtain a work permit in order to support themselves while they wait for a decision. Many of Maine’s LEP residents fall into this category.

UNDOCUMENTED IMMIGRANTS

An undocumented immigrant or undocumented noncitizen, sometimes referred to as an “illegal alien,” is someone who enters or lives in the U.S. without official authorization. He may be someone who initially entered the U.S. without permission, or someone who entered with a nonimmigrant visa and became “out of status,” such as by staying longer than allowed, or by not fully following all the rules related to one’s visa, which may even happen occasionally by mistake. According to estimates combining data from Census 2000, the Immigration and Naturalization Service statistics, the March 2000 Current Population Survey, the Census 2000 Supplementary Survey, and previous estimates made, in 2000, some 8.5 million undocumented immigrants lived in the United States (Source: Jeffrey Passel, “New Estimates of the Undocumented Population in the United States,” Migration Information Source: May 22, 2002, <http://www.migrationinformation.org/Feature/display.cfm?ID=19>).

The differing usage of the terms “undocumented immigrants” and “illegal aliens” is often

considered a political choice. “Illegal aliens” is the term used by federal Immigration authorities to refer to a person who is not a citizen or national of the United States and who entered the United States without permission or who violated the terms of her nonimmigrant visa, and is residing in the United States “illegally”. “Undocumented immigrants” or “undocumented noncitizens” are used by many immigration reformists to indicate the gray area which often exists around immigration statuses, with many immigrants either arriving with one status (or none at all) and later applying for and achieving legal immigration status, or in the reverse case when immigration paperwork lapses for one of many possible reasons and a documented immigrant becomes “illegal.”

REFUGEES

A refugee, in most cases, is a person who is outside of his or her country of nationality and is unable or unwilling to return due to having suffered persecution in the past, or having a well-founded fear of future persecution because of race, religion, nationality, political opinion, or membership in a particular social group.

The number of refugees who will be admitted into the United States is set annually by the President in consultation with Congress, and there are also limits by global geographic regions. Refugees are eligible to apply for permanent resident status after one year of physical presence in the United States.

In the U.S. refugees are authorized to work upon arrival, and are eligible for federal benefits to help them begin their lives again in the U.S.

(Sources: United States Citizenship and Immigration Services

<http://uscis.gov/graphics/glossary3.htm#R>; UN Convention Related to the Status of Refugees and the 1967 Protocol <http://www.migrationinformation.org/Glossary/>)

ASYLEES

An asylee is a refugee whose fear of persecution has been recognized by the United States government after the asylee has already arrived in the United States or in a U.S. territory, and has applied for and been granted asylum in the United States. Asylees are eligible to apply for lawful permanent resident status after one year of physical presence in the United States, and are eligible for the same federal public benefits as refugees.

(Source: United States Citizenship and Immigration Services

<http://uscis.gov/graphics/glossary.htm#A>)

WITHHOLDING OF REMOVAL/DEFERRAL OF REMOVAL

Persons granted withholding of removal have proved that they face a likelihood of persecution if returned to their home countries, based on their race, religion, nationality, political opinion, or membership in a particular social group, but for various reasons they were not eligible to apply for asylum. Individuals who have “withholding” are eligible for

most federal public benefits programs on the same terms as refugees and asylees. Persons with deferral of removal were similarly ineligible to apply for asylum, but have proved that they face a likelihood of torture if returned to their home countries. Persons with withholding or deferral of removal are authorized to work and may remain in the U.S. until the U.S. government determines that it has become safe for them to return to their home countries.

PAROLEES

Parolees are persons who are not eligible for any of the normal nonimmigrant or immigrant visa categories, but whom the U.S. government nonetheless allows to come to the United States for humanitarian, medical, or other compelling reasons. Some parolees are admitted for a temporary period, other parolees are eligible to live in the U.S. permanently. There are various avenues that parolees may have to become permanent residents of the United States. Certain parolees are eligible for federal public benefits, and most parolees are eligible for a variety of state benefits. Most parolees, particularly those paroled in for a year or more, are eligible to obtain permission to work in the U.S. Many immigrants in Maine have "parolee" status." (Source: United States Citizenship and Immigration Services <http://uscis.gov/graphics/glossary3.htm#P>)

MIGRANT WORKERS

Migrant workers move to different geographical regions on a seasonal basis according to job availability. Maine's migrant and seasonal farm workers are primarily employed on a part-time basis in field work related to the planting, harvest or production of potatoes, blueberries, apples, broccoli, eggs and maple syrup, as well as in fishing and seafood processing. Some migrant workers come here from abroad with temporary agricultural worker visas arranged by their employers, to be able to work for a specific farm or company that needs migrant help. Others already live in the U.S. or in Maine and follow the harvests. Others may leave the towns in Maine where they permanently reside to work only one or two harvests, and then return to their regular jobs and routines. 2006 estimates are between 1200 - 1500 migrant workers in Maine

SECONDARY MIGRATION

"Secondary Migration" is a legal term which refers specifically to refugees who are placed for resettlement initially in one location in the United States, and who decide to relocate to another part of the United States during their first eight months in the country. Special "refugee resettlement" benefits that refugees are eligible to receive in those first eight months through their initial refugee resettlement agency can follow secondary refugees to their new location(s) and be distributed to them through a successor refugee resettlement agency. If a refugee moves to another part of the U.S. after her/his initial eight months in the United States, the special refugee resettlement benefits no longer are available to the refugee in the new location and legally speaking, the refugee is not a "secondary migrant," but rather is just another person relocating

from one place to another in the United States.

Secondary migration is also frequently used colloquially to refer to any occurrence of immigrants (including refugees) moving from one part of the United States to another, although this is not the correct legal definition of the term. It is very common for immigrants to relocate in search of better work, cheaper housing, safer neighborhoods, or to be closer to friends or family--essentially for all the same reasons that most people relocate. Secondary migration is also sometimes used to refer to family members who have arrived at a later date with a different status than the refugee family member who sponsored them, although this is also not the true legal definition of the term.

It is incredibly difficult to provide numerical estimates for secondary migration, in the non-legal sense of the term, and most immigration data does not track secondary migration. Nevertheless, it is arguably the largest force affecting immigration into the state of Maine. Far more immigrants come to Maine every year through secondary migration than are placed here through federal refugee resettlement placements. Approximately somewhere between 1500-2500 secondary migrants have accessed City of Portland services within the past four years and Catholic Charities Refugee and Immigrant Services has resettled over 12,000 refugees in the past 30 years. According to the City of Portland's Refugee Service Program, approximately 80% of Maine's immigrant population is due to secondary migration.

*FOR A DEEPER UNDERSTANDING OF **REFUGEES***

Most refugees are forced to leave their country of origin because of threat of death, bodily harm, economic ruin, and/or social isolation. Contrary to what many think, refugees do not always come from countries where there is a civil war, and conditions such as famine, drought and even tsunamis, while they may force persons to abandon their homes and their countries, do not constitute a reason for being granted refugee status. The number of refugees allowed into the U.S., and the countries represented in any given year, have as much to do with U.S. foreign policy and economic interests as with any humanitarian concerns.

- Most refugees would rather remain in their homeland.
- Most refugees arrive in poor psychological and physical condition as a result of exposure to extreme violence, torture, starvation, and/or imprisonment.
- Most refugees have spent prolonged periods in abysmal refugee camps in a third country while awaiting "placement".

Refugees may be given a choice of resettlement in two or three countries, but may find that they are not accepted for their first choice, nor can they decide where to live within that country in terms of their original resettlement location. After arriving at their resettlement location, refugees are free to relocate to any other part of the U.S. but they may not be able to access federal refugee resettlement benefits depending on when

they move from one place to another in the U.S.

AN EXPLANATION OF THE U.S. REFUGEE RESETTLEMENT PROGRAM

Each refugee case approved for admission to the United States is sponsored by one of ten “voluntary agencies” participating in the Reception & Placement program under a cooperative agreement with the Department of State.

The sponsoring agency is responsible for placing the refugees included in a case with one of its affiliated offices in an appropriate location in the United States and for providing initial services, which include housing, essential furnishings, food, clothing, community orientation and referral to other social and employment services, for the refugees’ first 30-90 days in the U.S. The R&P program is a public-private partnership, which anticipates that voluntary agencies will contribute significant cash and/or in-kind resources to supplement U.S. Government per capita grants.

(Source: The State Bureau of Population, Refugees, and Migration

<http://www.state.gov/g/prm/>)

Some interesting refugee facts according to the Office of Refugee Resettlement (ORR) Report to Congress 2002 are:

- Refugees and entrants from Cuba (17,940) comprised the largest admission group in 2002, followed by arrivals from the successor republics of the Soviet Union (9,978), the successor republics of Yugoslavia (5,450), Viet Nam (3,312) and Afghanistan (1,669).
- Historically, Southeast Asians remain the largest group admitted since ORR established its arrival database in 1983, with 648,726 refugees, including 75,742 Amerasian immigrant arrivals. Nearly 478,128 refugees from the former Soviet Union arrived in the U.S. between 1983 and 2002
- The average number of years of education was the highest for the refugees from Southeast Asian countries other than Vietnam (11.5 years), while the lowest was for refugees from Africa (8.9 years). About 11 percent of refugees reported they spoke English well or fluently upon arrival, but 50 percent spoke no English at all.
- Approximately 69 percent of all sampled refugee households were entirely self-sufficient from cash assistance. About 19 percent received both cash assistance and earned income; another 9 percent received only public assistance.
- Because of security concerns and overseas clearance delays since September 11, 2001, the flow of refugees - which had totaled 68,010 in 2001 before the terrorist attacks- dropped drastically to only 27,070 for all of 2002. Major points of origin for these arrivals were the Middle East and Africa. (see below chart: Summary of Refugee Admissions 1975-2002)

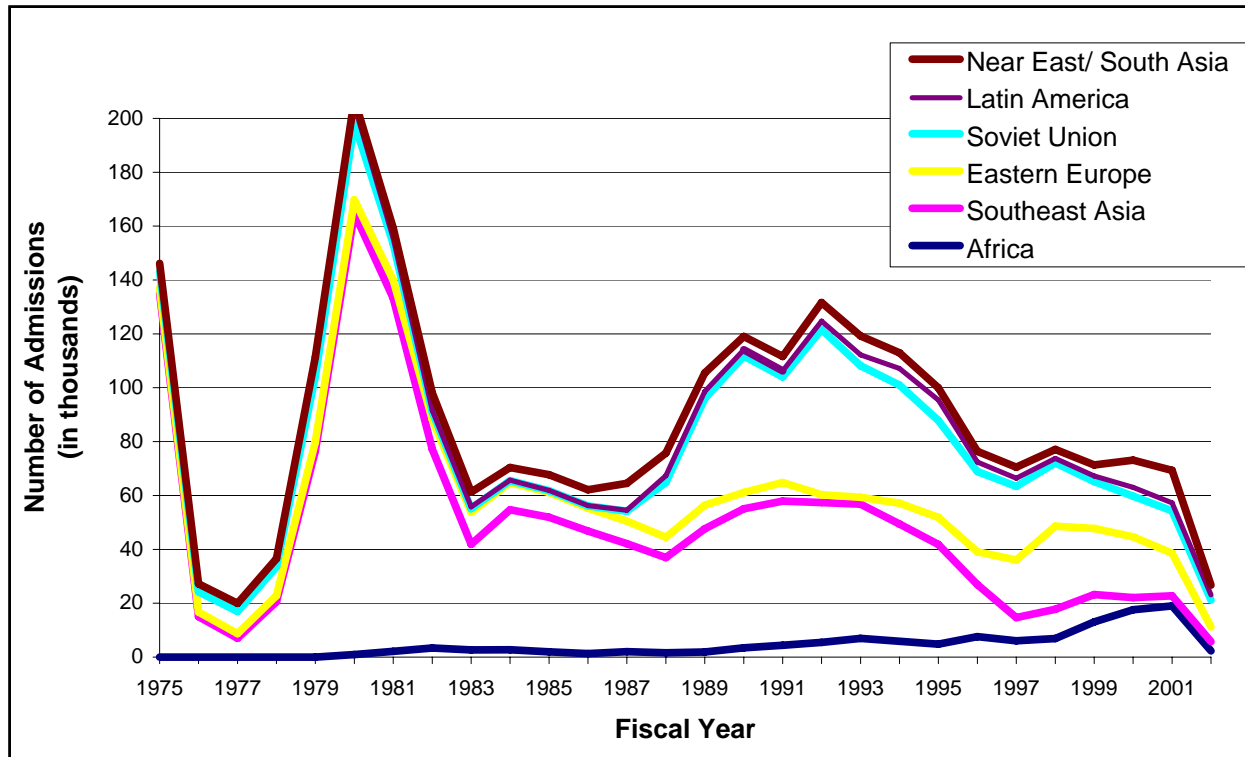


Figure 1: Summary of Refugee Admissions: 1975-2002

(Source: Office of Refugee Resettlement (ORR) Report to Congress 2002)

Refugee resettlement programs can vary from state to state. For refugee resettlement in Maine, State Department funds go to the United States Catholic Conference who then contract with Catholic Charities Maine to provide the initial “Reception and Placement” direct services.

Services at Catholic Charities Maine Refugee and Immigration Services (RIS) include:

- Meeting refugees at the airport
- Bicultural and bilingual case management
- Cultural and employment orientations
- Employment placement
- English language training
- Refugee elder services
- Mental health and social adjustment services
- Interpretation and translation services.

FOR A DEEPER UNDERSTANDING OF IMMIGRANTS

- Immigrants are a very diverse group of people who come to the United States (and to Maine) for many reasons.
- Immigrants often arrive in the United States on either permanent or temporary work visas or through family members who have submitted immigration applications on their behalf.
- Most immigrants choose willingly to come to the United States. Nevertheless, that choice may also have been influenced by issues of unemployment, natural disaster, or hunger in their nation of origin. Many immigrants struggle with similar issues to refugees of separation from spouses, children, or extended family supports.
- Many immigrants have higher education or hold professional certifications in their nation of origin—credentials which often are not transferable to similar credentials in the United States. Most immigrants end up working in positions lower in prestige and/or power than what they held in their nation of origin.

The following is the most recent data from the Statistical Yearbook of the U.S. Office of Immigration Statistics:

- In the United States, in the past decade (1994-2004) there have been 9,170,000 legal immigrant arrivals.
- Since 1988, Maine has welcomed approximately 15,850 legal immigrants.
- In the years 2003-2004, Maine has welcomed 2,256 legal immigrants.
- Of those legal immigrants placed in Maine in the past two years:
 - 1,278 came through applications done by their U.S. citizen relatives;
 - 366 came as refugees or asylees;
 - And 341 came on work visas or through employment programs.
- The most predominant groups placed in Maine past two years were the following:

| <u>Nation of Origin</u> | <u>2003 –2004</u> |
|-------------------------|-------------------|
| Canada | 239 |
| China | 174 |
| Philippines | 166 |
| Somalia | 144 |
| United Kingdom | 115 |
| Russia | 87 |
| Vietnam | 78 |
| India | 74 |
| Cambodia | 63 |
| Sudan | 63 |

*FOR A DEEPER UNDERSTANDING OF **MIGRANT WORKERS***

Maine has a significant number of Hispanic and Southeast Asian seasonal migrant workers in the following areas:

- Tree planting and harvesting
- Potatoes
- Blueberries
- Apples
- Broccoli
- Cranberries
- Wreaths
- Eggs
- Seafood, sea cucumbers, shrimp and sea urchins

Agricultural and forestry workers begin arriving in May and may remain in Maine through October. Other migrant workers are here throughout the winter working in the fish processing and wreath making industries. Although data is still being collected, estimates from Juan Perez-Febles, State Monitor Advocate & Director of Immigrant and Migrant Services for the Maine Department of Labor, there are at least 15,000 LEP migrant workers and families residing seasonally in Maine.

For more Information, contact:

Juan Perez-Febles
Director & Monitor Advocate
Maine Department of Labor Division of Migrant and Immigrant Services
185 Lancaster St.
Portland, ME 04104-3574
Phone: (207) 822-0152
TTY: 1-800-794-1110
Fax: (207) 822-0221

ARTS/MEDIA/PUBLISHERS

Center for Cultural Exchange

Phyllis O'Neill, Executive Director

One Longfellow Square

Portland, ME 04101

Ph: Box Office - (207) 761-1545

Administration - (207) 761-0591

Fax: (207) 775-4254

E-mail: CCEADMIN@maine.rr.com

Website: <http://www.centerforculturalexchange.org>

The Center for Cultural Exchange is a not-for-profit institution dedicated to advancing cultural understanding through arts and education programs in collaboration with diverse communities and artists in Maine and throughout the world.

The Center for Cultural Exchange occupies a landmark building at downtown Portland's Longfellow Square. It serves as a community center for the expression of traditional folkways and contemporary performance. Hosting over 200 events per year, the Center is among the most active public presenters of ethnic heritage in New England.

In partnership with Portland's ethnic communities - from the older Irish, French Canadian, Greek, Jewish, Armenian and African-American immigrant communities, to the newest Americans from Cambodia, Afghanistan, Latin America, Somalia, Congo and Sudan – the Center builds year round programs of performances, workshops, educational residencies, dances, ethnic meals, public dialogues, film screenings, and festivals. The Center broadcasts a weekly radio show, produces a series of audio compact discs, coordinates heritage-based regional touring programs, publishes booklets relating to community and culture, and manages a small café.

Community Television Network

Cable Channel 4

Tom Handel, Executive Director

516 Congress Street

Portland, Maine 04101

Phone: (207) 775-2900

Fax: (207) 761-2559

E-mail: tom@ctn4maine.org

Website: <http://www.ctn4maine.org/>

The mission of CTN is to support, strengthen and enrich community in greater Portland, Maine and to assist its citizens and institutions in realizing their greatest potential through public access to electronic communications media.

Channel 4 broadcasts to Portland, South Portland, Peaks Island, Cape Elizabeth, Scarborough, Gorham, Westbrook, Falmouth, Cumberland, Yarmouth, North Yarmouth, Pownal, Gray, New Gloucester, Raymond, and Casco through Time Warner Cable service.

Programs are aired for every segment of the community, especially cultural programming, and CTN is dedicated to working with immigrant and refugee communities. Ethiopian News on Fridays comes directly from the Ethiopian Embassy. Cambodian Women's Learning Program and News is produced in New England by Cambodian immigrants and has important information about resources in the United States as well as news and entertainment from Cambodia. Nosotros, We the People is produced in Portland, Maine by and for our Latino community. Orale con Veronica is a produced in Massachusetts and features entertainment from a variety of Latino cultures.

CTN also provides programs with local information such as Healthviews with health information and local resources, Call-In Portland, which gives people a chance to call in and talk to the mayor of Portland once a month, and Law on the Line which covers topical issues as well as answers legal questions from viewers who call in. They also offer classes in video production for Portland residents and Portland area nonprofits so that they can produce their own television programs. Check the website for the full range of their programs and services.

Community Television Network Cable Channel 4

Tom Handel, Executive Director

516 Congress Street

Portland, Maine 04101

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Fax: (207) 761-2559

E-mail: tom@ctn4maine.org

Website: <http://www.ctn4maine.org/>

The Community Television Network (CTN)'s mission is to provide high quality, locally produced arts, education, health care, public affairs and other community programming to people in the CTN viewing area (Portland, South Portland, Peaks Island, Cape Elizabeth, Scarborough, Gorham, Westbrook, Falmouth, Cumberland, Yarmouth, North Yarmouth, Pownal, Gray, New Gloucester, Raymond, and Casco), and, to provide nonprofit members direct access to their community through CTN.

CTN hosts "Nosotros, We the People," a monthly magazine and news show produced for the area's Spanish/Latino Community every Monday (2:00 a.m.) and Sunday (1:00 p.m. and 8:00 p.m.). "Nosotros, We the People" is also aired on Cable Channel 2 on

Saturdays at 11:30 a.m. and 4:30 p.m.; Sundays 2:30 a.m., 3:30 p.m., and 8:30 p.m.; and Mondays at 12:30 a.m.

The Museum of African Tribal Art

Contact Person: Oscar Mokeme

122 Spring St., #1
Portland, ME 04101
Phone: (207) 871-7188
Fax: (207) 773-1197
E-mail: africart@maine.rr.com
Website: <http://www.tribalartmuseum.com/>

Explore, examine and experience the richness and depth of the ancient and modern African Art and Culture. Study the use of sculptures and masks in dance, rituals, psychology, spirituality, and in every aspect of life. Customized workshops also available.

WMPG 90.9FM & 104.1FM (Portland) and streaming at wmpg.org

Contact Person: Dave Bunker, Program Director, Phone: (207) 780-4598,
E-mail: programdirector@wmpg.org

96 Falmouth Street
Portland, ME 04104-9300
Phone: General Information – (207) 780-4943
On-Air Studio Requests – (207) 780-4909
DJ Request E-mail: direquest@wmpg.org
Website: www.wmpg.org

WMPG's purpose is to provide a high quality, community-oriented broadcast service to the people of Southern Maine. WMPG strives to be a training ground for students interested in broadcasting and seeks to give citizens and community groups access to radio to share their interests, concerns, and talents.

Radio Programming:

| | | |
|--------|-------------------------|---|
| Mon: | 10:30 a.m. - 12:00 p.m. | Echoes in the Wind: <i>Native American</i> |
| | 1:30 p.m. - 3:00 p.m. | Waabari Radio: <i>Somali</i> |
| Tues: | 1:30 p.m. - 3:00 p.m. | Caribbean Flava - <i>Caribbean</i> |
| | 8:00 p.m. - 8:30 p.m. | Culture Matters - <i>Talk show</i> |
| Weds: | 10:30 a.m. - 12:00 p.m. | Cross fade – <i>Folk Music / Music of Common People</i> |
| | 1:00 p.m. - 1:30 p.m. | Queer talk – <i>Talk show</i> |
| Thurs: | 10:30 a.m. - 12:00 p.m. | Radio Cultural Exchange – <i>International Music</i> |
| | 1:30 p.m. - 3:00 p.m. | Cruz del Sur – <i>Latino music and news</i> |
| Fri: | 1:30 p.m. - 3:00 p.m. | Zvuki Russi – <i>Russian</i> |

| | | |
|------|-------------------------|--|
| Sat: | 10:00 a.m. - 11:30 a.m. | Voice of Cambodian Americans – <i>Khmer music & Cambodian news</i> |
| | 1:30 p.m. - 3:00 p.m. | Vietnamese Melodies – <i>Vietnamese music</i> |
| Sun: | 3:30 a.m. - 6:30 a.m. | Apacalipsis – <i>Christian music in Spanish</i> |
| | 6:30 a.m. - 8:30 a.m. | Sunday Simcha – <i>Jewish music</i> |
| | 10:30 a.m. - 12:00 p.m. | Ex-Yu Voice – <i>Yugoslavian music & news</i> |
| | 12:00 a.m. - 2:00 p.m. | Africa International – <i>African music (especially Somali)</i> |
| | 2:00 p.m. - 3:30 p.m. | Latinos – <i>Latino music</i> |
| | 3:30 p.m. - 5:00 p.m. | Eastern Sands – <i>Middle Eastern music</i> |
| | 5:00 p.m. - 7:00 p.m. | Harp and Bard – <i>Irish Folk songs</i> |

Spiral Arts Inc.

Priscilla Dreyman, Executive Director

156 High Street

Portland, ME 04101

Phone: (207) 775-1474

Fax: (207) 842-6317

E-mail: community@spiralarts.org

Website: www.spiralarts.org

Spiral Arts offers people of all ages and life experiences the chance to explore their creativity, make new friends, learn new skills, and have fun! We offer classes in watercolor, clay, collage, drawing, cooking from many cultures, creative writing, music, dance and more. Past projects for LEP people have included after school art classes such a book making with a literacy component. Classes include literacy components to serve the special needs of LEP children and adults. We welcome the opportunity to develop new programs for schools, community groups and families. Classes are on a sliding scale basis from \$5 dollars to \$12 dollars per class meeting and scholarships are available upon request.

The Bridge - Helping People to Communicate

Opportunities: Minority News Network

Leonard W. Cummings, Publisher/Editor

P.O. Box 11064

Portland, ME 04104

Phone: (207) 772-7767

“The Bridge” is a free bimonthly newspaper. “The Bridge” helps all people to communicate information often overlooked or excluded in local newspapers. “The Bridge” is about inclusion for all to communicate. We do not print everything. However, we attempt to close the huge gap that exists in our community for information and offer “The Bridge” to improve opportunities for all. “The Bridge” is a source that provides outreach to the minority communities of Maine (African American, Native American,

Asian, and Hispanic citizens). “The Bridge” encourages you to advertise and in doing so support its mission.

Culturegrams

ProQuest Information and Learning Company

300 North Zeeb Road

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Toll Free – 1-866-372-2665

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Website: www.interculturalpress.com

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Contact: Freek Lankhof

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Kinderhook, NY 12106

Phone: 1-800-343-3531

Fax: (518) 758-6702

Website: <http://intransbooks.com>

E-mail: lankhoff@intransbooks.com

A book seller specializing in medical, legal, and technical Spanish and English materials for professional translators and interpreters.

Peter Lenz
Cultural Journalist and Historian

64 Roberts Road
Norway, ME 04268
Phone: home – (207) 744-0966
E-mail: dinglefuzzie@yahoo.com

Author of numerous programs about Native American, African American, and indigenous peoples' histories. Alternative/experiential educator and curriculum developer. Oral and folkways historian. Foxfire ("Foxfrost") projects leader for home schooling networks

Studio Antillanía

Callahan Art Preparatory Services
143 Canal Street
Lewiston, Maine
Phone: (207) 784-000
E-mail: callahanartprep@verizon.net
Website: <http://www.antillania.com/>

Studio Antillanía is gallery and organization of artists and educators that promotes creative expression as a path to greater understanding of Spanish Caribbean culture. The webpage is rich in resources and essays from multiple cultures. The gallery is open Tuesday-Thursday 10a.m.-3p.m. or by appointment.

MAINE AGENCIES WITH SPECIALIZED SERVICES FOR LEP PERSONS

African Culture & Learning Center

Contact Persons: Mohamed Abdi, President; Judy Carl, Deputy Executive Director

175 Lancaster Street, Suite 208D

Portland, Maine 04101

Phone: (207) 253-1956

Fax: (207) 253-1957

E-mail: chiefmoh@yahoo.com

The African Culture & Learning Center works to enhance, promote, and improve the self-reliance, dignity, and self-respect to Maine's diverse communities. It develops ways and means of bridging the gap between parents and their children, elders and the mainstream communities and provides life-long learning to the elderly people who are illiterate in their own language and others. It provides outreach to refugees and their families, information and referral to community resources, health promotion and connection to health services—including mental health services and lead poisoning prevention. The African Culture & Learning Center focuses on creating a support system for the elderly, isolated, and non-English speaking individuals. They provide elderly outreach, senior community trips, events, and support programs. They also provide educational programming, and teach and tutor children in their native languages, teach the Somali language to foreign students, and provide ESL and native literacy language classes. Additional services include referral to vocational training and employment opportunities, presentations on cultural and faith issues, and interpretation and translation in Arabic (Somali and Swahili).

American Red Cross - International Social Services

Contact Person: Fiona Fanning, E-mail: fanningf@usa.redcross.org

2401 Congress St .

Portland, ME 04102

Phone: (207) 874-1192

TTY: (207) 780-8905

Fax: (207) 874-1976

Website: <http://southernmaine.redcross.org>

Armed conflict and natural disaster leave millions of people around the globe in urgent need of humanitarian assistance every year. Adding to the physical losses, the confusion and chaos surrounding war and natural disasters often separates families when they need each other most. Tragically, when families and loved ones are separated by war or disaster, their suffering is greater. But, through the strength of the Red Cross Movement and the work of tracing volunteers at national societies around the world, including the American Red Cross, families reconnect.

International Social Service s works with a global network of Red Cross, Red Crescent

and equivalent societies around the world to help families separated by war, disaster or international conflict - locate each other, send communication and learn each other's fate. International Social Services are free of charge and can be found at any Red Cross Chapter.

**Catholic Charities Maine
Refugee and Immigration Services (RIS)**

Program Director, Pierrot Rugaba

(Portland office)
250 Anderson Street
Portland, Maine 04101
Phone: (207) 879-1130
Fax: (207) 871-7465

(Lewiston office)
27 Pine Street
Lewiston, Maine
Phone: (207) 344-6615
Fax: (207) 344-6617

Website: www.ccmaine.org/refugee

E-mail: RIS@ccmaine.org

(Administrative office)
P.O. Box 10660
Portland, Maine 04104-6060
Phone: (207) 781-8550
1-800-781-8550
Fax: (207) 781-8560
Website: www.ccmaine.org
E-mail: Info@ccmaine.org

During the past 30 years, Catholic Charities Maine Refugee and Immigration Services (RIS) has resettled thousands of refugees from more than 25 countries. RIS is Maine's only active resettlement program, with contracts from the U.S. Departments of State and Health and Human Services, the Maine Department of Health and Human Services. Resettlement through RIS serves as a refugee's final stop on his/her flight from political persecution. *The purpose of RIS, therefore, is to enable refugees and other eligible immigrants residing in Maine to recover from migratory distress and realize economic and social self-sufficiency.*

Services at RIS are grounded in the U.S. Immigration and Nationality Act of 1980. These include airport reception, bicultural and bilingual case management, cultural and employment orientations, employment placement, English language training, refugee elder services, mental health and social adjustment services, and interpretation and translation services. Refugee Cash and Medical Assistance benefits are available up to 8 months. These benefits are modeled on the State TANF/Mainecare formulas. Other social and support services are available to refugee clients during their first five years in the U.S.

RIS staff speak 12 languages, and the interpreter services project – RISInterpret –

employs 60 interpreters covering more than 30 languages. RIS services (other than interpreter/translation services) are provided at RIS offices in Portland and Lewiston. All services are available to all refugees regardless of their national origin, race, religion, ethnicity, or other defining social characteristics.

SEE ALSO: Catholic Charities, Maine; RIS*interpret*;

Catholic Charities Elder Refugee Services

Contact: Judith Southworth, Elder Refugee Outreach Coordinator

250 Anderson St.

Portland, ME 04101

Phone: (207) 871-7437 ext. 793

Fax: (207) 871-7465

E-mail: jsouthworth@ccmaine.org,

The purpose of the program is to help refugees, aged 60 years +, gain access to services in the community which meet their needs in a way that is supportive of their overall well being. Also the program seeks to identify and address potential problems where support services may be culturally inappropriate, or where those services do not exist.

Catholic Charities Maine / Refugee and Immigration Services Mental Health/Adjustment Case Manager

Contact: Susan Stiker; Judith Southworth, Elder Refugee Coordinator

250 Anderson St.

Portland, ME 04101

E-mail: jsouthworth@ccmaine.org, Phone: (207) 871-7437 ext. 793

E-mail: sstiker@CCMAINE.ORG, Phone: (207) 871-7437, x734

The purpose of the program is to help refugees, aged 60 years +, gain access to services in the community which meet their needs in a way that is supportive of their overall well being. Also the program seeks to identify and address potential problems where support services may be culturally inappropriate, or where those services do not exist.

For older refugees, there are a number of issues which make them particularly vulnerable. Broadly speaking these issues fall into three areas of concern: isolation, aging and illness, and barriers to meeting the requirements for naturalization which can lead to loss of Supplemental Security Income.

The objectives of the project are: to locate elderly refugees within the various refugee communities and conduct and document an assessment of the nature and level of their needs; to develop working relationships with state agencies, non-profits, community groups, and volunteers who currently provide both formal and informal services to the

elderly; to arrange for in-service trainings about refugee communities to elder service agencies and other providers; to provide assistance to older refugees in accessing existing aging services, as well as fostering the development of culturally appropriate informal supportive services; to discover in what way older refugees can be assisted in obtaining naturalization, especially for those who have lost, or are at risk of losing, Supplemental Security Income and other Federal benefits.

Child Care Connections

Cumberland County Child Care Resource Development Center

Contact: Ghomri Rastampour, Multicultural Specialist, E-mail: grostampour@smaaa.org

136 US Route One

Scarborough, Maine 04074

Phone: 1-888-917-1100

(207) 396-6566

Fax: (207) 396-6581

Website: www.childcaremaine.org

Office Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

Child Care Connections' mission is to continuously identify and respond to the child care needs in our region through education, advocacy and the creation of quality child care choices. The Child Care Resource Development Center (Child Care Connections) is a public/private partnership that provides services to parents/families, child care providers and employers within Cumberland County.

Services include:

- Child Care consumer information/education and referrals
- Opening a Child Care Business training/support
- Child Care provider training, education, technical assistance
- Providing information and services that help parents access child care subsidies/financial assistance
- Online referrals
- Community presentations/workshops on: local child care issues, building the supply of child care to meet multi-cultural needs and technical assistance to local business on child care issues and the multi-cultural workforce

Community Counseling Center

Refugee and Immigrant Children's Case Management

Contact: Molly McMahon

343 Forest Ave.

Portland, Me 04101

Phone: (207) 874-1030

TTY: (207) 874-1043

Fax: (207) 874-1044

Email: mmcmahon@commcc.org
Website: www.commcc.org

Community Counseling Center's Refugee and Immigrant Children's Case Management program works with children between the ages of 0 and 20 who may be identified with having emotional and/or behavioral difficulties due to transitions, trauma history, or adjustments and who are not receiving culturally relevant services. Services are designed to meet the individual's needs and may include connecting families to community supports, helping families understand and work with the school system, advocacy, as well as parenting and family support. Case management staff are multilingual (Swahili, Sudanese Arabic, Acholi, French, Lingala, Kinyarwanda, Kirundi, Spanish and Kingazidja), and we will provide interpreters to work with families whose language is not represented on our team.

Community Counseling Center (CCC) is a non-profit agency providing a variety of mental health and family services including counseling and case management to persons living or working in Cumberland County. Fees are charged in relation to family size and income; however, no one is denied service because of an inability to pay. Services are provided to refugees, immigrants, and their families in all agency programs. In addition to programs already offered to Hispanic communities, CCC has specialty outpatient mental health and case management services to families and individuals who are deaf, hard of hearing, deaf-blind, and late deafened throughout the state. For CCC's specialty services for gay, lesbian, bisexual and transgendered individuals and their families, along with the Speakout Project, (SEE ALSO: MAINE SPEAKOUT PROJECT; GAY, LESBIAN, BISEXUAL AND TRANSGENDERED SECTION OF THIS GUIDE)

Family Crisis Services

P.O. Box 704
Portland, ME 04104-0704
Phone: Administrative Offices – (207) 767-4952
Hotline – (207) 874-1973, 1-800-537-6066
Website: www.familycrisis.org

A private non-profit agency providing advocacy to victims of domestic violence. Written materials are translated into the predominant languages, and interpreters are provided

Kalila Oon

Contact: Dr. Virginia Dearani
P.O. Box 7896
Portland, Maine 04112
Phone/Fax: (207) 253-5319
E-mail: kalilaoon@maine.rr.com

Works to promote social change through education and community organizing,

promoting the values of pluralism, partnership, and peace. Specializes in community organizing and partnership building in immigrant communities around social issues. Current projects include a focus on education and domestic violence.

Literacy Volunteers

Tahlia Hope, Executive Director

140 High Street

Auburn, ME 04210

Phone: (207) 753-1772

E-mail: tahlia@megalink.net

Literacy Volunteers provides one-on-one ESL tutoring and an English Conversation Partner Program for LEP individuals. The volunteers volunteer their time for free (the training for volunteers is also free) and there is no cost to the student. It is a completely free program to participants. Literacy Volunteers also offers home-based family literacy during the school year.

Preble Street

Contact: Sarah Harden, Multicultural Caseworker

P.O. Box 1459,

Portland, ME 04104

Street address: 5 Portland St., Portland

Phone: Administration – (207) 775-0026

Front Desk – (207) 874-6560

Fax: (207) 842-3614

Website: <http://www.preblestreet.org/>

A private non-profit agency providing comprehensive services, including a soup kitchen, day shelter, teen center, supported housing, overnight emergency shelter for youth, casework services, and general advocacy for homeless and low-income people. Every attempt is made to link limited English proficient people with appropriate services and to advocate on the LEP client's behalf for culturally and linguistically appropriate services. There is TTY access for clients and there is on-going staff training in general diversity and culturally specific needs.

At the Resource Center (the adult site) a Multicultural Caseworker provides bilingual case management and serves as the agency point-person for multicultural issues, collaboration, and information.

The Food Pantry (Thursdays 1:00-3:00pm, located at the corner of Preble and Oxford Streets in Portland) has developed strategies to meet the needs of ethnic minorities seeking food assistance to seek feedback from immigrant and LEP communities.

PROP – (Portland Regional Opportunity Program)

Grant Lee, Executive Director

510 Cumberland Avenue

Portland, Maine 04101

Phone: (207) 874-1140

TTY: (207) 874-1013

Fax: (207) 874-1155

Website: www.propeople.org

A private non-profit agency providing a wide range of services including:

- Resources and referrals (Contact: Vickey Doughty)
- Housing repairs, weatherization, and fuel assistance (Contact: Carla Churchill)
- Youth programs (Contact: Kaki Dimmock)
- WIC (Woman, Infants, and Children) - offering mothers nutritional education and foods for their children (Contact: Jill McPhail)
- Child Development: Head Start and childcare services (Contact: Kathleen Sullivan)

Agency-wide attempts are made to provide language facilitation and culturally sensitive services for LEP children and their families. There are ongoing translations of important written materials, and staff receives general and specific cultural training. Contract with a 24-hour telephone interpreter service (Certified Languages International) to assure agency wide interpreters and telephone interpreter service availability.

SEE ALSO: Presumpscot School HeadStart

PROP – (Portland Regional Opportunity Program)**Presumpscot School HeadStart**

Contact: Megan Boothby, Coordinator, x344

69 Presumpscot Street

Portland, Maine 04103

Phone: Enrollment Office – (207) 874-1140, x305

Fax: (207) 874-1155

TTY: (207) 874-1013

The Presumpscot School Head Start program offers in collaboration with the Multilingual Program of the Portland Public schools offers morning and afternoon HeadStart programs for four year olds learning English as a second language (or children entering kindergarten the following year). Morning and afternoon sessions (9:30 a.m. – 1:00 p.m. and 1:00 p.m. – 4:30 p.m.) are available, 4 days a week (Monday-Thursday) for 44 weeks. Transportation is provided. Interested families can call enrollment office to get an application.

SEE ALSO: PROP

Mano en Mano / Hispanic Family Resource Center

Contact: Anais Tomesko

Mailing address: P.O. Box 573, Milbridge, ME 04658

Street address: 6 N. Main St., Milbridge, ME 04658

Phone: (207) 546-3006

Fax: (207) 546-3066

E-mail: donaanaais@yahoo.com

A center for language and culture in Washington/Hancock counties for Spanish speaking people. Offers free English as a Second Language classes; assists local educational, medical, and social service agencies to better serve migrant Hispanic populations. Also provides meeting space, interpretation, educational materials, and training in cultural issues for this population.

City of Portland**Refugee Services Program, Health & Human Services Division**

Regina Phillips, Director

196 Lancaster Street

Portland, Maine 04101

Phone: (207) 775-7915

Fax: (207) 871-1320

E-mail: info@portlandmaine.gov

Website: www.portlandmaine.gov (Departments→Health & Human Services→Social Services→Refugee Services, or <http://www.portlandmaine.gov/hhs/ssrefugee.asp>)

The City of Portland Refugee Services Program offers case management services, employment counseling and job development, life skills and cross-cultural skills training. They facilitate the monthly "Serving a Multicultural Community" workshop series. They are also available for customized workshops for social service providers, employers or other groups working with new Mainers. The Refugee Services Program is able to serve secondary migrants, asylees, individuals with asylum pending, and provide information and referrals for undocumented individuals and others who do not qualify for their services.

The City of Portland is a founding member of the New Mainers Partnership, a collaboration of agencies led by Catholic Charities of Maine that provide resettlement and relocation services to New Mainers. The New Mainers Partnership provides responsive, culturally and linguistically-appropriate services. Other New Mainers Partnership members include: Portland and Lewiston Adult Education, and the Training Resource Center. The New Mainers Partnership is funded by the U.S. Office of Refugee Resettlement.

SEE ALSO: Catholic Charities Refugee & Immigrant Services, Portland Adult Education, Lewiston Adult Education, and Training Resource Center.

Jannet Francisca

Community Education Coordinator
Portland Police Department
109 Middle Street
Portland, ME 04101
(207) 874-8902
JEANETHF@portlandmaine.gov

Training to the minority populations (Somali, Sudanese, Hispanic, Asian..) about the Portland Police Department (PPD), some examples are:

- the role of the police department
- how the police can help
- how the police works with the communities in Portland, etc.
- how to contact the PPD.

Also provide the officers training and information on the major problems that the minorities are experiencing and how PPD can help them.

Women In Need, Inc. (WINI)

Contact: Shalom Odokara, Executive Director

142 High Street
Portland, ME 04101
Phone: (207) 761-9464
Fax: (207) 761-1113
Website: <http://www.wimi.us>
E-Mail: womini@aol.com

WINI serves as a resource information center to refugees, immigrants, women, state and local agencies in Maine. It helps the broader community by creating opportunities for inter- group cooperation and working to preserve America's diverse cultural heritage. Also offered are programs, training and consultation on a wide range of cross-cultural, mental health and human services issues re: refugees and immigrants. WINI staff provides case consultation services to schools, mental health clinics, businesses and public agencies that deal with clients from diverse cultural backgrounds. WINI conducts research on a variety of cross-cultural and human service issues and maintains a home page to provide information and assistance on refugee mental health issues.

WINI fosters the success of immigrants and refugees in the United States by providing a range of comprehensive professional and cultural services designed to help newcomers, their families, and communities. These programs help refugees recover from past trauma, gain personal independence, economic self-sufficiency, become contributing members of their new communities, and able participants in all aspects of American life.

Youth Alternatives
Cross Cultural Family Network

One Post Office Square
P.O. Box 596
Portland, ME 041112-0596
Phone: (207) 874-1175

The purpose of the Cross Cultural Family Network is to facilitate networking among members of the community who work with children and families from different cultures, and to offer a forum for support, education, training, resources, and advocacy. Any organization or individual working with families is invited to participate in the network.

Goals include:

- To provide a monthly forum for information and training between community members.
- To host trainings for the community.
- To promote a support network between members.

To advocate for services and policies which promote positive change for children and families.

HEALTH SERVICES

American Cancer Society

Contact: 1-800-464-3102, press 1 for cancer information in any language, or press 3 for a local staff person

1 Main Street

Topsham, ME 04086

Phone: (207) 373-3707

National Cancer Information Center: 1-800-ACS-2345

(LanguageLine interpreters for all languages)

Fax: (207) 725-6680

E-mail: megan.hannan@cancer.org

Website: www.cancer.org - The website is in both English and Spanish.

Cancer information is provided, from prevention to details of diagnosis. Volunteers will provide free rides to receive cancer treatment, and free lodging near cancer treatment centers is available throughout New England. Women diagnosed with breast cancer, and men diagnosed with prostate cancer, may receive a "peer visit" through our patient support programs. Current programs also include breast cancer mini-grants in the Lewiston area for work with Somali and Spanish-speaking women. There are also several informational brochures available in multiple languages; call 1-800-ACS-2345 for details.

Center for Transcultural Health

University of New England

Carl M. Toney, P.A., Assistant Professor & Project Director

315 Proctor Hall/WCC

716 Stevens Avenue

Portland, ME 04103-2670

Phone: (207) 797-7261; Ext. 4266 (Office)

Fax: (207) 797-7225

Email: ctoney@une.edu

In order to help improve the overall health status of an expanding culturally and ethnically diverse population throughout Maine and Northern New England, the University of New England has launched The Center for Transcultural Health.

In response to the changing face of Maine the UNE Center for Transcultural Health has been developed to contribute towards the improvement of the health care status of targeted populations and communities by:

- 1) Providing technical assistance (TA) to local/state/federal policy-makers in developing and implementing health and/or social policies consistent with the (state and national) goals of the Eliminating Health Disparities by 2010 Initiative.

- 2) Facilitating in the development and/or presentation of educational curricula designed to prepare health & social Service professionals provide culturally appropriate services. And;
- 3) Collaborating with local/state health systems in the delivery of culturally oriented primary, preventive and public health care services.

Community Health Outreach Workers (CHOWs)

Minority Health Program

Portland Public Health Division, Health & Human Services Department

City of Portland

Contacts: Nélida Berke (Latino Community)

Phone: (207) 756-8452

E-mail: nrb@portlandmaine.gov

Awralla Aldus (Somali Community)

Phone: (207) 874-8943

E-mail: aha@portlandmaine.gov

389 Congress Street

Portland, Maine 04101

Fax: (207) 874-8913

Website: www.portlandmaine.gov

Roles and responsibilities of the CHOWs:

- Provide health education, information, & current resource materials.
- Assists individual/families in obtaining appropriate resources.
- Serves as a link between individuals and health & social services.
- Promote community participation in health promotion & disease prevention activities.
- Conduct surveys, collect community and health related data.
- Contribute information on community needs and needed resources.
- Cultural broker and Mediator between community members and services providers.
- Promote health outreach events

SEE ALSO: Minority Health Program

HIV/STD Program

India Street Public Health Center

Portland Public Health

Contact: Elna Osso

103 India Street

Portland, Maine 04101

Phone: (207) 756-8091

Fax: (207) 756-8087

Portland Public Health offers the following services through their India Street Public Health Center:

- HIV Testing, Counseling and Referrals (Anonymous and/or confidential) by appointment only Monday through Friday: 8:00 a.m. to 4:30 p.m.;
- Sexually Transmitted Disease Clinic (confidential and comprehensive STD screening and treatment) on a walk-in basis on Tuesday and Thursday: 3:00 p.m. to 6:00 p.m.;
- Needle Exchange (comprehensive anonymous on-site and off-site syringe exchange, harm reduction education and case management services)—for more information call 653-1653;
- Adult Immunization: Free Hepatitis A and B vaccinations offered on a walk-in basis as a part of STD screening during the STD Clinic for all who qualify Tuesday and Thursday: 3:00 p.m. to 6:00 p.m.;
- Confidential and free Hepatitis C testing and referral services for all who qualify, by appointment only, Monday through Friday: 8:00 a.m. to 4:30 p.m.;
- Health Services and HIV/STD Awareness for the International Communities of Portland.

Khmer Health Advocates

29 Shadow Lane
West Hartford, CT. 06110
Phone: (860) 561-3345
Fax: (860) 561-3538
E-mail: MFS47@aol.com
Website: <http://www.khmerhealthadvocates.org/>

Committed to the health of the Cambodian Family: an excellent resource for health consultations, bilingual videos, targeted training programs for health professionals and for volunteers who work with Cambodians, Khmer-English medical interpreters, Khmer language health assessment forms, and treatment programs for victims of torture.

Maine Medical Center International Clinic

Dr. Nathaniel James, Director

22 Bramhall Street
Portland, ME 04101
Phone: (207) 662-2911
Fax: (207) 662-6308

MMC's International Clinic is the central site for health care services for newly arriving refugees. Their experience in working with multi-ethnic and multilingual populations is a valuable resource in meeting health care needs. Clinic staffs are also available for consultation and education.

Maine Medical Center
Interpreter & Cross-Cultural Services

Contacts: Cynthia Tack, Director
Mara Gruppi-Araujo, Coordinator

Room 2371, Maine General Building
22 Bramhall Street
Portland, Me 04102-3175
Phone: (207) 662-4983
Fax: (207) 662-2969
E-mail: interpreterservices@mmc.org

Maine Medical Center (MMC) focuses on coordination of medical interpreter services with civil rights compliance activities, promulgating national standards for cultural and linguistic competence through staff education and professional development, and furthering health care access to multilingual and multicultural consumers of hospital services. The Department of Interpreter and Cross Cultural Services is able to provide interpreters in over 32 languages to all of MMC's sites in Portland, South Portland, and Scarborough. If you need an interpreter for an appointment, please call (207) 662-4983 or e-mail interpreterservices@mmc.org.

Maine Migrant Health Program

Contact: Barbara Ginley or Paula Nicholas

P.O. Box 405
Augusta, ME 04332-0405
Phone: (207) 622-9252
Fax: (207) 626-7612
E-mail: bginley@mainemigrant.org
Website: www.mainemigrant.org

The Maine Migrant Health Program's (MMHP) mission is to improve the health status of migrant and seasonal farmworkers (MSFWs) and their families by providing culturally appropriate care and services. The MMHP serves MSFWs across the state, including those working in broccoli, blueberries, eggs, apples, forestry, and wreath making. Our organization provides mobile medical, voucher and nursing care, outreach services, case management, health education, transportation and operates a farmworker resource center (Rakers' Center). Primary care is provided directly by MMHP in worker camps, worksites and community sites. Our voucher system allows MSFWs to access care in their local communities which is then paid for by MMHP. Care accessed through the voucher system includes dental care, prescriptions, primary, specialty and emergency medical care.

In 2005, the MMHP provided medical care for over 1,000 people, of whom 60% were limited English proficient. All direct services are provided in outreach settings (i.e. camps and other community sites), where bilingual providers and/or outreach staff ensure that language is not a barrier to care.

Medicare Part D: Bilingual Hotline
National Alliance for Hispanic Health

Phone: 1-866-783-2645

The National Alliance for Hispanic Health has created a bilingual hotline to assist individuals with the Medicare Part D enrollment process. Individuals can receive 1 on 1 counseling, assistance applying for low income subsidies as well as finding a plan to meet their individual needs. Hotline is available Monday - Friday from 8:00 - 6:00 p.m. EST.

Minority Health Program
Portland Public Health Division, Health & Human Services Department
City of Portland

Contact: Kolawole Bankole, M.D, M.S, Minority Health Program Coordinator

389 Congress Street

Portland, Maine 04101

Phone: (207) 874-8773

Fax: (207) 874-8913

Email: bak@portlandmaine.gov

Website: www.portlandmaine.gov

Ultimate goal: To decrease the health care disparities in the minority communities in Portland, Maine.

The Minority Health Program (MHP) of the Public Health Division, Health and Human Services Department, City of Portland, was established to help address the health related issues and desires of all minority communities (New Mainer minority, sexual minority, social minority, low-income earners, and the mentally challenged, e.t.c.) in the Greater Portland area of Maine.

The MHP currently focuses on the largest eleven New Mainers ethnic/language groups: Khmer, Arabic, Spanish, Acholi, Somali, Serbian/Croatian, Vietnamese, Nuer, French, Chinese, and, Russian.

Objectives:

1. Improve New Mainers community health indicators (access to health care, physical activities, tobacco use and nutrition, asthma health, mental health, drug and substance abuse, e.t.c.) at the community, family and individual levels.
- 2a. Increase capacity of community groups to establish health and well being priorities and to implement a locally defined community health agenda.
- 2b. Strengthen informal and formal social networks and sense of community focusing on the strengths and assets of the Portland's largest eleven

ethnic/language groups.

3. Ensure that institutions, including the Public Health Division, are more accessible and responsive to the community interests by building an integrated channel of information through the establishment of a network of community health outreach workers.

Some of its related programs/projects:

- Network of eleven community health outreach workers working with the communities (two are FTEs for Latino and Somali communities).
- Health Policy Interventions: “Monthly Blood Pressure and Wellness Clinic” for the Russian community; “Women Health Education Clinic” for the Sudanese; Youth tobacco use prevention video documentary for three communities; and, cancer risk prevention and awareness campaign among six ethnic communities using health risk appraisal tools.
- Disease-specific Health Promotions: Partner with MaineHealth Asthma program to establish Asthma Helplines for Somali and Latino communities. Somali asthma helpline is 756-8177, while Latino Helpline is 756-8188. Asthma, Diabetes/nutrition, Hypertension and mental health community health educations, etc.
- Coordinates a community-clinical partnership with five major health care institutions to improve health care access to the ethnic minority communities through implementation of CDCynergy social marketing communication strategies, and Comprehensive Care model.
- Health Care Collaborative: A bimonthly forum for all healthcare service providers to meet for discussions and training with purpose of educating members on ongoing needs and issues in the minority communities, to improve communication and referral coordination among providers.
- National, regional and local partnerships: Maine partner for Office of Minority Health Closing the Health Gap with activities for “Take A Loved One to the Doctor Day” (3rd year); Partnering and collaborating with institutions on different projects (advocacy groups, multicultural groups, hospitals/healthcare professionals, non-profit, and, governmental organizations).
- Coordinates community meetings, major outreach events and special educational trainings for the minority groups.
- Ethnographic data collection on minority communities for healthcare planning and policy implementation.
- Community-Based Organizations (CBOs)/Self-Helps asset building with technical and financial supports.
- Legislative/Policy making involvement with active participations in legislative task forces and testimonial supports for plans and bills that improve the health status for the minority communities.
- Media outreach project: Publicity/creation of awareness on the healthcare services available for the communities through the Spanish and Somali TV programs on Channel 2 & 4.
- Diversity training: Provides training to service providers on culturally appropriate approaches to providing services through presentations and dialogues at different forums.

SEE ALSO: Community Health Outreach Workers (CHOWs)

Public Health Nursing- Central Office

Department of Health & Human Services

Contact: Luanne Crinion, PHN Supervisor, Phone: (207) 795-4450

286 Water Street

11 State House Station

Augusta, ME 04333-0011

Phone: (207) 287-3259

TTY: (207) 287-8015

Public Health Nurses are professional registered nurses providing individual and population based services to Maine residents. Services include: health assessments, health education and counseling, assistance locating health care providers and social service supports, and support to families in stress. PHN services are provided in client homes, schools, and specialty clinics. Services are provided to refugees, immigrants, and migrant workers in a culturally appropriate manner utilizing interpreter services as necessary.

Sisters of Charity Health System

Cultural Services Department

Contact: Dale Morrell, Program Coordinator

Campus Avenue

P.O. Box 7291

Lewiston, Maine 04243-7291

Phone: (207) 777-8760

Fax: (207) 777-8757

E-mail: dmorrell@sochs.com

Website: www.stmarysmaine.com

The Cultural Services Department of the Sisters of Charity Health System offers Somali cultural brokers in many of its health care sites, including the Women's Health Pavilion, the Family Practice, B Street Family Practice, and the Food Pantry.

A Note on the Importance of Bilingual Mental Health Professionals

"You can't treat a mental problem if you don't know the person's home language. It would be like trying to remove my appendix without touching me." - David Plourde

And while providing an interpreter in a mental health interview is a legal obligation, it is far from the idea mental health treatment setting.

Key to mental health treatment is an understanding of the individual's worldview. A world-view includes an individual's philosophy of life, belief systems, and ways of interacting with the world. All cultures have their own diagnoses, explanations, and treatments for emotional suffering, many of which have no direct translation into English. Bilingual (and preferably bicultural) mental health workers are better positioned to assess and treat mental illness among immigrant and refugee populations.

Given that many immigrants' and refugees' mental health problems are exacerbated by socioeconomic stressors, racism, and political oppression, effective mental health treatment for this segment of the population must encompass case advocacy, community outreach, and the mediating of complex social systems. Mental health clinicians who treat poor and/or undocumented immigrants should be skilled in the implementation of multiple interventive roles such as that of advocate, mediator, broker, and teacher.²

Below is a list of bilingual and/or bicultural mental health professionals as well as agencies with a particular sensitivity to multicultural mental health issues.

MENTAL HEALTH SERVICES

Martha Barry, PhD.

Middle Street, Portland
P.O. Box 10593
Portland, Maine 04104
Phone: (207) 774-6560
Fax: (207) 772-2670

Licensed bilingual psychologist of Mexican heritage and experience in many Latino cultures. Independent individual private practice. Sees individuals, groups, and new

² Drawn from: The Harvard Program on Refugee Trauma (www.hpvt-cambridge.org) and National Association of Social Workers – New York City Chapter "Provision of Mental Health Services to Hispanic Clients" by Dr. Manny J. Gonzalez, Assistant Professor/Research faculty Associate, Fordham University Graduate School of Social Service/Center for Hispanic Mental Health Research, Member of Committee on Inquiry (October 2000)

parents. Specializes in anxiety, depression, women's issues, prenatal and postpartum support, preventive health and wellness, coping with chronic illnesses, and health psychology. Accepts Medicare, MaineCare, and Anthem BlueCross BlueShield.

Gladys Garcia

13 Carroll Street
Portland, Maine 04102
Phone: (207) 761-7975

Offering individual, group, and family therapy in either English or Spanish. Does not take Mainecare, but possible reduced fees are available. Please call to schedule an appointment.

Center For Grieving Children

Anne Lynch, Executive Director

Contact Person: Jodie Lane, E-mail: Jodie@cgcmaine.org

Box 1438, 49 York Street
Portland, ME 04104
Phone: (207) 775-5216,
Fax: (207) 773-7417
E-mail: cgcm@cgcmaine.org
Website: www.cgcmaine.org

A collaborative with the following Portland Public Schools: Riverton Elementary School K-5 and Lincoln Middle School: A 20-week peer support program for students began in 2000 facilitated by our Center volunteers a consultant Therapist and a Social Worker, accompanying the students. These students originate from e.g. Cambodia, Vietnam and China, Ethiopia, Sudan, Iran, Azerbaijan.

The mission of the program is to help refugee and immigrant children process their grief tied to traumatic and/or multiple losses they have experienced and to foster their natural resilience. Believing in the power of partnership, we link ourselves with a vital and trusting presence in their lives, the school, and provide services that are tailored to their cultural and logistical needs.

The program seeks to provide a safe environment for the expression of feelings relative to the losses, trauma, and grieving refugee and immigrant children experience; to foster their resilience and provide an outlet for the process of grieving; to improve their ability to concentrate, adjust and achieve in the school setting; and to expand our cultural knowledge and integrate that knowledge into the student program, creating an inclusive, community-based service.

Center for Multicultural Services

701 West Broad Street, Suite 305
Falls Church, VA 22046
Phone: (703) 533-3302
Fax: (703) 237-2083
E-mail: CMHS200@aol.com
Website: <http://www.cmhsweb.org/>

The Center for Multicultural Human Services is a non-profit organization staffed by multi-ethnic, multilingual social workers, psychologists, psychiatrists, counselors, education specialists, art therapists and graduate interns from local universities. CMHS offers a broad range of mental health, social, educational, health and language services geared to the unique values and characteristics of individuals and families from diverse cultures. Their vision is to become the pre-eminent provider of mental health and related services to ethnically diverse populations across the Washington D.C. area, with a cutting edge service model, a nationally and internationally recognized training program, and an emerging role in cross-cultural research.

Community Counseling Center

Contact: Intake Worker (Edie Perkins)

343 Forest Ave.
Portland, ME 04101
Phone: (207) 874-1030
TTY: (207) 874-1043
Fax: (207) 874-1044
E-mail: info@commcc.org
Website: www.commcc.org

Community Counseling Center (CCC) is a non-profit agency providing a variety of mental health and family services including counseling and case management to persons living or working in Cumberland County. Fees are charged in relation to family size and income; however, no one is denied service because of an inability to pay. Services are provided to refugees, immigrants, and their families in all agency programs. In addition to programs already offered to Hispanic communities, CCC has hired case managers fluent in eight languages spoken in our African community, including Swahili, Acholi, and Sudanese Arabic.

CCC also provides outpatient mental health and case management services to families and individuals who are deaf, hard of hearing, deaf-blind, and late deafened throughout the state. CCC also offers individual, couples, and group counseling for the families of gay, lesbian, bisexual and transgendered individuals. Maine Speakout Project joined CCC as a program in 2004. Speakout offers a variety of programming that includes Speakouts, Everyone Counts in the Workplace, the Charlie Howard Memorial Library, and Walk with the Ones You Love.

New England Family Institute

Contact: J.E. Boone, MA, MFT, LADC, Multi-Cultural Diversity Consultant, 871-1000 x134

95 Exchange Street, Suite 100

Portland, ME 04101

Phone: (207) 871-1000

Fax: (207)

E-mail:

Website:

New England Family Institute is a non-profit organization doing substance abuse and multicultural counseling with families and organizations, e.g. workplaces and youth groups, religious organizations, clinic and hospital settings. These services are provided regardless to a person's ability to pay. All are welcome to move to the next place in their life's journey.

Spring Harbor Hospital

Contact Person: Jennifer Hunt-MacLearn, LCSW, Director of Staff Development and Infection Control & Coordinator of Interpreter Services

Phone: (207) 761-2247, E-mail: huntmaclearnj@springharbor.org

123 Andover Road

Westbrook, ME 04092

Fax: (207) 761-2392

Website: www.springharbor.org

Spring Harbor Hospital recognizes the special needs and concerns of individuals who are members of linguistic and cultural minority groups and are Limited English Proficient (LEP). It is the hospital's policy to provide interpreter services free of charge during all hours of operation. Once a need is identified, hospital staff are trained to obtain the services of an interpreter through the RIS *Interpret* of Catholic Charities or, if none are available, through O.P.I (via telephone). All direct service staff are provided with annual diversity training as well as training in the use of interpreters and are given updated education and information as it becomes available. *Culturegrams*, a printed resource guide, is available to all staff who require further information on the values, customs and cultural assumptions of the people they are serving.

EMPLOYMENT SERVICES

Diversity Hiring Coalition of Maine

E-mail: info@diversityhiringcoalition.org

Website: www.diversityjobsmaine.org

Mission: To provide leadership and resources that help Maine employers to increase, support and retain racial and ethnic diversity in the workplace. The DHC is a partnership of private and public sector employers that expects to be a resource for job seekers exploring career opportunities with Maine employers, and to provide networking opportunities for member employers.

Maine Bureau of Labor Standards Foreign Labor Certification Unit

Jorge A. Acero, Employment & Training Specialist

45 State House Station

Augusta, ME 04333-0045

Phone: (207) 624-6487

Fax: (207) 624-6449

TTY: (207) 624-6003

E-mail: jorge.acero@maine.gov

Receives applications from the public for foreign workers and works to hold local employers accountable for exhausting all possibilities of recruiting available local workers.

Maine Department of Labor CareerCenter

Contact: Manuel Jose Orantes-Alvarez, Career Consultant (bilingual)

185 Lancaster Street

Portland, Maine 04101

Phone: (207) 347-3246

Fax: (207) 822-0221

Hotline: 1-888-307-9800

E-mail: Manuel.J.Orantes@Maine.gov

The CareerCenter bilingual Consultant researches work opportunities; distributes Department of Labor information to people who speak Spanish or English; provide personalized attention in the Info Center including consultation in resume development, how to use the various computer programs, and Maine job market searches; provides information regarding legal matters and workers' rights; and field work complaints within

the community.

During the summer and fall, the Career Consultant assists the Maine State Job Certification Program with through hotline which provides information to migrant workers, both United States citizens as well as workers from other countries.

Similarly they provide employer assistance and support through their website: www.mainecareercenter.com, where each company can enter their available job positions free of charge. The Career Consultant also helps employers with searches of the CareerCenter database. Whenever possible he works to encourage and raise awareness of the laws protecting migrant agricultural workers and provide information about the application process for unemployment.

Maine Department of Labor

Division of Migrant and Immigrant Services

Juan Perez-Febles, Director & Monitor Advocate

185 Lancaster St.

Portland, ME 04104-3574

Phone: (207) 822-0152

Hotline for Migrant and Seasonal Farmworkers: 1-888-307-9800

TTY: 1-800-794-1110

Fax: (207) 822-0221

E-mail: juan.perez-febles@state.me.us

The Division shall monitor workforce activities to identify pockets of immigrant and migrant workers throughout the state of Maine. Through proactive efforts, the Division will assist these workers in procuring employment and social services available to them by coordinating with employers, other employees, labor unions, non-profit organizations and federal and state agencies. The Division, through its outreach efforts into the LEP community, is willing to act as the primary coordinating body for migrant and immigrant issues in Maine.

Some of the specialized services for the LEP population include:

- Advocacy
- Employment opportunities and referrals
- Health and human services referrals
- Training opportunities

SEE ALSO: Office of Special Counsel for Immigration-Related Unfair Employment Practices

Multicultural Consulting Services updated 6/15/06

Marc Larrivee, MSW, Consultant

164 Neal Street

Portland, Maine 04102
Phone: (207) 409-6283
E-mail: mlarrive@maine.rr.com

- Job development/placement consultant for refugee and immigrant clients
- Research, casework consultation, group supervision for providers serving refugee/immigrant populations
- Consultation with employers attempting to "integrate" immigrants into their workforce.
- Fee for service.

**New American Sustainable Agriculture Project
Coastal Enterprises, Inc.**

Jim Hanna, Project Director

95 Park Street, Suite 406
Lewiston, ME 04240
Phone: (207) 777-5131
Fax: (207) 777-5062
E-mail: jimhanna@maine.rr.com
Website: www.ceimaine.org

Overall project goals:

- a. Create viable and sustainable farming opportunities and businesses with recent immigrants to Lewiston, ME.
- b. Increase the capacity of these immigrants to provide for their own food needs and the food needs of the larger community.
- c. Preserve farms and farmland in area in and around Lewiston.
- d. Expand markets for locally grown produce in Maine and New England.

Planning goals:

1. Identify people from immigrant communities who have the desire, experience and ability to become farmers while building strong reciprocal relationships between community members and support professionals.
2. Identify other opportunities such as unmet demand for culturally preferred food, land availability, markets, potential for value-added processing, development of Halaal processing facilities that will increase the capacity of the community to provide for their own food needs and lead to sustainable farms and farmland preservation.
3. Working closely with recent immigrants, identify, develop, implement, and evaluate opportunities for learning and training that will build individual skills and strengthen the community. Pilot a training module that can be used in developing future project participants and shared with other immigrant agriculture projects.

Start Smart

Coastal Enterprises, Inc.

Contacts: Jennifer Sporzynski, Director
John Scribner, Business Counselor

2 Portland Fish Pier, Suite 201
Portland, Maine 04101
Phone: (207) 775-1894
Fax: (207) 772-5503
E-mail: startsmart@ceimaine.org
Website: www.ceimaine.org

Free business development program that provides literacy-sensitive 1:1 business coaching as well as business classes to refugees, immigrants, and naturalized citizens, exploring, starting, or expanding small businesses throughout Maine.

**Training and Development Corporation
Ellsworth Career Center**

Contact: Jack Frost, Farmworker Job Training Project Manager

248 State Street, Suite 3A
Ellsworth, Maine 04605
Phone: 1-800-371-7543, (207) 664-2300
Fax: (207) 667-4789
E-mail: jfrost@tdc-usa.org

The Training and Development Corporation (TDC) has operated the Department of Labor's National Farmworker Jobs Program since 1977. Eligible migrant and seasonal farm-workers receive career planning and guidance. TDC can provide financial support for educational courses, tuition, books and tools. Supportive services are also available for transportation and childcare. Customers get the support they need to break the seasonal survival cycle and dependence on subsidized assistance.

Women Unlimited

Lib Jamison, Executive Director
Contact: Trish Mosher, Program Coordinator

103 Winthrop Street, Suite A
Augusta, ME 04330-5510
Phone: Toll-free → 1-800-281-5259
(207) 623-7576
Fax: (207) 623-7299
E-mail: tmoser@womenunlimited.org
Website: <http://www.womenunlimited.org/>

Women Unlimited's mission is to improve the economic well-being of Maine women, minorities, and displaced workers by providing access to, and support in trade,

technical, and transportation careers. They focus on non-traditional occupations for women, particularly road and bridgework.

The offer and employment referral service for women and minorities. Referrals are made to open employment opportunities, on-the-job training programs (with potential to work towards a permanent position with the company) made through the Department of Transportation, or to available training programs. Training programs include Commercial Driver's license – Class B, Blueprint Reading, Construction Math, Introduction to Welding, Introduction to Heavy Equipment, and Construction Bootcamp.

University of Southern Maine Employee and Community Outreach

Nolan Thompson, Coordinator

96 Falmouth Street

P.O. Box 9300

Portland, Maine 04104-9300

Phone: (207) 780-4073

Fax: (207) 228-8273

E-mail: thompson@usm.maine.edu

EDUCATION

English as a Second Language Programs for K-12 students

Whether one or many limited English students enroll in a school district, a school district must provide free to every limited English-speaking student a program that helps the student learn English and helps with the student's studies. School districts must take appropriate action to overcome language barriers that impede equal participation by its language minority students in its instructional programs, and must provide to every limited English proficient child needing services special language services necessary for the student to benefit from an education conducted in English. Status of parental documentation may not be taken into account in deciding access to services.

To find your local school district contact

<http://www.maine.gov/education/eddir/rtf/medsads.rtf>.

The State of Maine Department of Education's English as a Second Language Program ensures that limited English speaking children have access to the same free, appropriate public education, including public preschool education, provided to other children. If want to learn more about their programs or are having a hard time getting an ESL program implemented for your student(s), they can be contacted at:

ESL/Bilingual Education Program

Phone: (207) 624-6772

E-mail: esl.doe@maine.gov

Website: <http://www.maine.gov/education/esl/homepage.htm>

COMMUNITY EDUCATIONAL RESOURCES

Central Maine Community College

Contact person: Annee Tara, Director of Planning, Development and Public Relations

1250 Turner St.

Auburn, ME 04210

Phone/TTY: (207) 755-5100 or 1-800-891-2002

Fax: (207) 755-5100 or 1-800-891-2002

E-mail address: atara@cmcc.edu

We offer a series of college-level English as a Second Language courses, including Writing and Grammar, Reading and Vocabulary, Oral Language, English: It's Structure and History, Academic Writing and Grammar, Literature, and American Studies. In addition our educational offerings include courses in diverse cultural experiences. Our student activities include an International Students' Club; we celebrate International

Education Week, the third week in November, with a variety of events featuring food, music and dance from many cultures.

Civil Rights Unit Education & Enforcement Office of Attorney General

Contact: Thomas A. Harnett

Phone: (207) 626-8897

TTY: (207) 626-8865

Fax: (207) 287- 3120

E-mail: thomas.harnett@maine.gov

Contact: Det. Margie Berkovich

Phone: (207) 822-0497

E-mail: Margie.berkovich@maine.gov

6 State House Station

Augusta, ME 04333-0006

Website: www.state.me.us/ag/civilrights/enforcement.html

Enforces the Maine Civil Rights Act, a civil statute that authorizes the Attorney General to seek restraining orders against persons who commit violence, threat of violence of property damage motivated by bias on race, color, religion, ancestry, national origin, gender, physical or mental disability or sexual orientation. Assistant Attorney Generals from throughout the office handle civil rights cases. The office also trains and certifies Designated Civil Rights Officers most of the police departments in the state - municipal, city, state and college campus. The Designated Civil Rights Officers have the responsibility for identifying hate crimes and bias incidents, reporting those matters to the Attorney General and coordinating any resulting investigations. The Civil Rights Team Project is a school based preventative program to reduce the incidence of bias-motivated harassment and violence in schools.

ESL/Bilingual Education Program Maine Department of Education

Contact: Nancy Mullins, Director

23 State House Station

Augusta, Maine 04333-0023

Phone: (207) 624-6772

Fax: (207) 624-6789

E-mail: esl.doe@maine.gov

Website: <http://www.maine.gov/education/esl/homepage.htm>

The State of Maine Department of Education's English as a Second Language Program ensures that limited English speaking children have access to the same free, appropriate public education, including public preschool education, provided to other children.

Literacy Volunteers

Tahlia Hope, Executive Director

140 High Street

Auburn, ME 04210

Phone: (207) 753-1772

E-mail: tahlia@megalink.net

Literacy Volunteers provides one-on-one ESL tutoring and an English Conversation Partner Program for LEP individuals. The volunteers volunteer their time for free (the training for volunteers is also free) and there is no cost to the student. It is a completely free program to participants. Literacy Volunteers also offers home-based family literacy during the school year.

Migrant Education Program**Maine Department of Education**

Contact: Elizabeth Harris de la Cruz, (207) 624-6722

23 State House Station

Augusta, ME 04333-0023

Phone: (207) 624-6705; Toll-free→1-800-452-1909

Fax: (207) 624-6706

The Migrant Education Program ensures that children of migratory workers have access to the same free, appropriate public education, including public preschool education, provided to other children.

The Migrant Education Program also offers several summer programs including the Blueberry Harvest Summer Youth Program, which is held in August in Machias, Maine.

Multilingual and Multicultural Center**Portland Public Schools**

Grace Valenzuela, Program Director

150 Ocean Ave

Portland, ME 04103

Phone: (207) 874-8135

Fax: (207) 756-8421

Website: <http://www.portlandschools.org/schools/multilingual/index.html>

The Multilingual and Multicultural Center oversees Portland Public Schools' English Language Acquisition Program for students whose home language is not English. To ensure equal access to educational opportunities for these students, the Center provides support and services in the areas of classroom instruction, summer academic

programs, staff development, curriculum and materials development, assessment, parent and community outreach, and advocacy. The Center houses the Family Welcome Center and the Multicultural Resource Library. The Multilingual and Multicultural Center is located on 150 Ocean Avenue, Portland, Maine.

Programs and Services offered include:

- English Language Learner (ELL) Program - K –12
- Summer Programs for K-12 students
- Professional Development for Portland Public School staff: Workshops, seminars, and courses focusing on working with culturally and linguistically diverse students
- Parent Outreach through Parent Advisory Councils (Cambodian, Farsi, Serbo-Croatian, Somali, Spanish speakers, Sudanese, and Vietnamese), citizenship classes, referrals to agencies and services, and cultural brokering
- Multicultural Resource Library offering books, videos and native language materials for teachers, students, parents, and community members
- Translation and Interpretation Services
- Language and Culture Bulletin
- Consultations and Training on Cross-cultural communication, racism and ethnicity, and managing diversity

Fund Raising Event: Rock Around-the World held in March
We welcome volunteers.

Office of Multicultural Programs & ALANA Center University of Maine

North Hannibal Hamlin Hall Orono, ME 04469

Director (Interim): José L. Cordero III

Phone: 207-581-1428 (office)

FAX: 207-581-9381

E-mail: jose.cordero@umit.maine.edu

Website: <http://www.umaine.edu/multicultural>

By providing quality services and programs, from personal, to academic, to social, cultural and ethnic, we are committed to ensuring that your educational experience at the university will be a positive and productive one. I encourage students to make the time to connect with and take pride in the programs and services designed to encourage, support and empower students of color to succeed.

Mission Statement

The Office of Multicultural Programs is committed to planning, developing and implementing programs and services to meet the needs of African, Latino/a, Asian and Native American (ALANA) students. The ALANA Center acts as the focal point of cultural enrichment and diversity; it is a place where students gather formally and informally. It is also a place where academic, personal and social growth and development are at the heart of the center's goals.

Goals

- Provide support services and programs to students of color.
- Empowering students of color to take ownership of their education.
- Encourage students to take advantage of leadership opportunities.
- Assist the University of Maine in creating an environment that acknowledges, respects, and appreciates multiculturalism.
- Work with the Admissions Office to recruit and retain students of diverse racial, cultural and class backgrounds Work with majority students to support their learning about race, racism, cultural pluralism and their own cultural perspectives

National Resource Center on AD/HD: Bilingual Guide on Special Education Rights

Website: <http://www.help4adhd.org/pr060106.cfm>

Free bilingual booklet (Spanish, English): "Educational Rights for Children with Attention-Deficit/Hyperactivity Disorder: A Primer for Parents." The booklet will increase the availability of information about laws protecting educational rights of eligible children with AD/HD and can be an important tool for Hispanic/Latino parents of children with AD/HD.

Penobscot School

Mac Deford, President

Contact: Patti Luchetti, Office Manager

28 Gay Street

Rockland, ME 04841

Phone: (207) 594-1084

Fax: (207) 594-1067

E-mail: info@languagelearning.org

Website: www.languagelearning.org

Language School offering on-site foreign language classes and immersion experiences abroad for English speakers. English language immersion sessions for held in Rockland for foreign students. Not an interpreting service.

ADULT EDUCATION

Many local Adult Education programs offer English as a Second Language (ESL or ESOL) classes. To our knowledge, the following Adult Education programs offer

ongoing ESL classes: Auburn, Bangor, Lewiston, Westbrook, and Portland. Please see their individual entries below for information on enrollment, but this is not a complete listing. You can call your local Adult Education program to see if ESL/ESOL classes are offered in your area.

Adult Education programs statewide also offer a variety of affordable job training and educational programs; fee waivers and/or discounts are often available.

A full list of Adult Education programs is available on the State of Maine website at: <http://mainegov-images.informe.org/education/aded/dev/data/directory06a.pdf>

Auburn Adult and Community Education

Contact: Juliette Dvija

Edward Little High School
Harris Street
Auburn, Maine 04210
Phone: (207) 753-1769, 784-9220
Fax: (207) 784-9243
E-mail: jdvoja@auburnschl.edu
Website: <http://www.auburnschl.edu>

ESL classes are offered in partnership with Literacy Volunteers. Students can call to schedule an assessment appointment.

Bangor Adult & Community Education Bangor

Gregory Leavitt, Director

121 York Street
Bangor, Maine 04401
Phone: (207) 941-6135
Fax: (207) 941-6248
Website: <http://www.bangoradulted.org>

ESL classes are generally held in the morning, and are free to Bangor residents. Students must meet with the instructor prior to the first class. Beginner classes focus on developing speaking and listening skills for everyday use at work and in the community. Intermediate classes emphasize vocabulary, grammar, listening, speaking and writing skills. Advanced ESL classes continue to provide development in the areas of vocabulary, grammar, listening, speaking and writing for employment, G.E.D. or college preparation. Please call 941-6315 for more information and to schedule an appointment.

Lewiston Adult Education

Betty Gundersdorf, Director

145 Birch Street, Suit 5
Lewiston, Maine 04240
Phone: (207) 784-2928, ext. 2
Fax: (207) 783-7377
Website: www.lewistonadulted.org

ESL classes are offered year round. Students need to take an assessment test (offered Tuesday evenings, or Wednesday mornings and evenings).

Portland Adult Education
Rob Wood, Director

57 Douglass Street
Portland, ME 04102
Phone: (207) 874-8155
Fax: (207) 874-8154
Website: <http://www.portlandadulted.org/>

All levels of ESL and satellite ESL programs. Mandatory entry-exam—the exam is free and by appointment only. Please call to schedule.

Westbrook Adult Education
Jonathan Ross, Director

125 Stroudwater Street
Westbrook, Maine 04092
Phone: (207) 854-0826
Fax: (207) 854-0822
Website: https://www.edline.net/pages/WestbrookSchoolDepartment/Adult_Education

Classes usually start in September and January. Two classes per semester are offered in Introductory, Intermediate, and Advanced ESL. The introductory class is a basic language skills class. The Intermediate class works more towards conversational skills and daily errands, etc. Students should come in during the registration period (the last week of August or the second week in January) to be placed in a class.

UNIVERSITY OF MAINE SYSTEM

University of Maine – Farmington
Task Force on Diversity

Theodora Kalikow, Chair, President

Farmington, ME 04938
Phone: (207) 581-3613

University of Maine – Orono

Franco-American Center

Yvon Labbe, Director

164 College Ave.

Orono, ME 04469

Phone: (207) 581-3764

Fax: (207) 581-1455

E-mail: labbe@maine.edu

Website: www.Farog.org and www.Franco-American.org; also the Maine French Community Atlas → Web-site: www.FrancoMaine.org

**University of Maine – Orono
Multicultural Student Affairs**

Dean Loreda, Acting Director

5748 Memorial Union

Orono, Me 04469

Phone: (207) 581-1425

E-mail: loredo@umit.maine.edu

**University of Maine – Orono
Native American Programs**

Gail Sockabasin, Director; Wabanaki Center

Maureen E. Smith, Director; Native American Studies

5724 Dunn Hall; Room #314

Orono, ME 04469

Phone: (207) 581-1417

**University of Maine – Orono
Student Affairs**

Richard Chapman, Vice President

218 Alumni hall

Orono, ME 04469

Phone: (207) 581-1430

The Native American Programs at U of Maine are dedicated to increasing the understanding and appreciation of Native people. The programs strive to create awareness of the indigenous nations of the Northeast, through teaching, research and service to students and the public. Native American Studies' goal is to teach students, through Native perspective, to understand Native people, their history, traditions, and their right to self-determination. The Native American Tuition Waiver and Room and Board Scholarship are also coordinated through these offices.

University of Maine – Orono
Women's Resource Center
Sharon Barker, Director

Fernald Hall
Orono, ME 04469
Phone: (207) 581-1501

University of Southern Maine
Campus Diversity and Equity
Kathleen Roberts, Executive Director

222 Deering Avenue
Portland, ME 04104-9300
Phone: (207) 780-5094
TTY: (207) 780-5646
Fax: (207) 780-4549
E-mail: kroberts@usm.maine.edu

University of Southern Maine
Casco Bay Partnership for Workplace Education
Scott Gasperin, Director

37 College Avenue
Gorham, Maine 04038-1083
Phone: (207) 228-8328
Fax: (207) 228-8219
E-mail: gasperin@usm.maine.edu

The goal of the partnership is to promote lifelong learning by providing educational opportunities in the workplace. Educational programs are custom designed to meet the business needs, initiatives and priorities. On-site workplace courses include: computers, Career Path and Coaching, English as a Second Language, Cross Cultural Communication, Workplace Math.

University of Southern Maine
Center for Sexualities and Gender Diversity
Contact: Michelle Brodsky

135G Campus Center
PO Box 9300
Portland, ME 04104-9300
Phone: (207) 780-5767
TTY: (207) 780-5646
Fax: (207) 780-4463
E-mail: mbrodsky@usm.maine.edu

Web Site: www.usm.maine.edu/glbttqa.htm

The University of Southern Maine's Center for Sexualities and Gender Diversity seeks to ensure a university environment that is positive, safe and supportive for individuals of all sexual orientations and gender identities. This is done through a series of educational opportunities, support programs, and advocacy work on behalf of GLBTQA students and employees. The programs work collaboratively with the Alliance for Sexuality and Gender Diversity student group, other University organizations and departments, and the greater community in these endeavors. The Center for Sexualities and Gender Diversity also oversees the University Safe Zone project.

**University of Southern Maine
Center for Workplace Learning**

Contact: Linda Evans

37 College Avenue
Gorham, ME 04038

Phone: (207) 780-5564

Fax: (207) 289-8319

E-mail: evans@usm.maine.edu

The Center serves Maine workers and the organizations that employ them, especially working adults who traditionally have not participated in education programs: frontline workers, language and cultural minorities, workers who experience barriers to career/educational advancement. The Center helps to build partnerships among businesses, educators, private and public sector community resources and public policy makers.

**University of Southern Maine
Extended Teacher Education Program**

Program Coordinator: Linda Evans

117 Bailey Hall
Gorham, ME 04038

Phone: (207) 780-5564

The Newcomer Extended Teacher Education Program serves refugees and immigrants who are interested in becoming teachers. This program provides course work, funding, field experiences, and support to prepare for application to and success in the University of Southern Maine's Extended Teacher Education Program.

**University of Southern Maine
Foreign Language and English as a Second Language Departments**

PO Box 9300

Portland, ME 04104
Phone: (207) 780-4419
Fax: (207) 780-4933

USM offers full-time English program 22 hours a week which teaches all English language skills for students seeking undergraduate and graduate education in the United States. Academic ESL is offered two semesters in the academic year and in the summer program as credit courses. Higher level ESL program offers courses leading up to and including college writing. Courses include *Advanced Grammar*, *Reading*, *Writing and Vocabulary*, *College Writing*, and *Business English*. Separate offerings include *TOEFL preparation*. Scholarship assistance available for academic program.

**University of Southern Maine
GLBTQIA Resources**

135G Woodbury Ctr.
PO Box 9300
Portland, ME 04104
Phone: (207) 780-5767
TTY: (207) 780-5646
Fax: (207) 780-4463
E-mail: glbtqa_resource_center@yahoo.com
Website: <http://www.usm.maine.edu/glbtqa>

**University of Southern Maine
International Programs**

Domenica Cipollone, Director
96 Falmouth St.
PO Box 9300
Portland, ME 04104-9300
Phone: (207) 780-4959
TTY: (207) 780-5646
Fax: (207) 780-4933
E-mail: domenica@usm.maine.edu

**University of Southern Maine
Office of Multicultural Student Affairs**

96 Falmouth St.
PO Box 9300
Portland, ME 04104-9300

Phone: (207) 780-5798
Fax: (207) 780-4463
E-mail: rsockbes@USM.maine.edu

University of Southern Maine
Undergraduate Admission Office

Contact person: Rachael Morales, Coordinator of Multicultural Recruitment

37 College Ave
Gorham, Me 04038
Phone: (207) 780-5758

Work with underrepresented population in college recruiting and college admission process but did find under Education same address for Center for workplace learning.

DIVERSITY COORDINATORS in Business, Education & Government

Bates College

Vacant, Director of Affirmative Action
201 Lane Hall
2 Andrews Road
Lewiston, ME 04240
Phone: (207) 786-6031
Fax: (207) 786-6123
E-mail: bzapata@bates.edu

Court Services and Programs

Jeffery D. Henthorn, Director
P O Box 328
DTS
Portland, ME 04112-0328
Phone: (207) 822-4174 & 822-4176
Fax: (207) 822-4136
E-mail: jeff.henthorn@maine.gov

Maine Bank & Trust

Sandra Kahn, Community Reinvestment Act (CRA) Compliance Officer
467 Congress Street
P.O. Box 619
Portland, ME 04104
Phone: (207) 828-3085
Fax: (207) 828-3046

Maine Court Services and Programs

Jeffery D. Henthorn, Director
142 Federal Street
P.O. Box 328
Portland, ME 04112-0328
Phone: (207) 822-4176
TTY: (207) 822-4212
Fax: (207) 822-4136
Cell: (207) 557-2580
E-mail: jeff.henthorn@maine.gov

Maine Department of Economic & Community Development

Brian Dancause, Director of Small Business and Entrepreneurship
59 State House Station
Augusta, ME 04333-0059
Phone: (207) 624-7498
TTY: (207) 287-2656

Fax: (207) 287-8461
E-mail: brian.k.dancause@maine.gov
Website: www.businessinmaine.com

Maine Department of Education

Nancy Mullins, Acting Director ESL/Bilingual Programs
23 State House Station
Augusta, Maine 04333-0023
Phone: (207) 624-6788
Fax: (207) 624-6789
E-mail: nancy.mullins@maine.gov

Maine Dept. of Health and Human Services

Meryl Troop, Office of Immigrant and Multicultural Services
11 State House Station,
Greenlaw Building, 3rd floor
Augusta, ME 04333-0011
Cell phone: 207-557-0232 Preferred!
Voice: 207-287-4240
New Toll-Free TTY-only: 1-866-241-8639
FAX: 207.287.4052
Email: Meryl.troop@maine.gov

Maine Department of Labor

Bureau of Rehabilitation Services

Arthur Jacobson, Assistant to the Director
2 Anthony Ave., 150 State House Station
Augusta, ME 04333-0150
Phone: (207) 624-5950
TTY: 1- 800- 698- 4440
Fax: (207) 624-5980

Maine Human Rights Commission

Patricia E. Ryan, Executive Director
51 State House Station, Hallowell Annex
Augusta, ME 04333-0051
Phone:(207) 624-6050
TTY: 1-888-577-6690
Fax: (207) 624- 6063
Website: <http://www.maine.gov/mhrc/>

Maine State Housing Authority

Tae Chong, Director of Program Innovation
353 Water Street
Augusta, ME 04330
Phone: (207) 624-5704

E-mail: tchong@mainehousing.org

Portland, City of

Rachel Talbot-Ross, Equal Opportunity & Multicultural Affairs Director
Portland City Hall
389 Congress St.
Portland, ME 04101
Phone: (207) 874-8689
Fax: (207) 874-8669
E-mail: rtr@portlandmaine.gov
Website: www.portlandmaine.gov

Portland Housing Authority

Mike Wilson, Director of Resident Services and Public Housing
14 Baxter Boulevard
Portland, ME 04101
Phone: (207) 773-4753
Fax: (207) 879-4231
E-mail: mwilson@porthouse.org

Portland Public Schools

Grace Valenzuela, Asst. to Supt. for Multicultural Affairs
Program Director, Multilingual and Multicultural Programs Office
150 Ocean Ave
Portland, ME 04103
Phone: (207) 874-8135
Fax: (207) 756-8421
Email: valeng@portlandschools.org
Website:

United States Postal Service

Harry Figueroa, Diversity Development Specialist New Hampshire District
955 Goffs Fall Road
Manchester, NH 03103-9994
Phone: (603) 644-3896
Fax: (603) 644-3896
Portland Office
Phone: (207) 871-8510

LOCAL ADVOCACY

Congressman Tom Allen

57 Exchange Street, Suite 302
Portland, Maine 04101
Phone: (207) 774-5019
Fax: (207) 871-0720
E-mail: rep.tomallen@mail.house.gov
Website: <http://www.tomallen.house.gov>

Congressman Allen's office offers assistance with issues involving the federal government. The office acts as a liaison between constituents and the federal government. Services specific to limited English proficient people may include: interaction with Immigration, Department of Labor, IRS, Social Security, or Department of Education. For city, state, and other issues not within this office's ability to intercede, all attempts will be made to make the appropriate referrals.

NAACP – (National Association for the Advancement of Colored People)

As the nation's oldest civil rights organization, the primary focus of the NAACP continues to be the protection and enhancement of the civil rights of African Americans and other minorities, and to ensure the political, educational, social and economic equality of rights of all persons and to eliminate racial hatred and racial discrimination. The NAACP has three branches in Maine: the Portland branch (covering Maine from the New Hampshire border up to Augusta), the Bangor branch (covering Maine from Augusta to the Canadian border), and a prison branch (hosted by the Bangor branch).

Portland Branch

Rachel Talbot-Ross, President
P.O. Box 3631
Portland, ME 04104
Phone: (207) 253-5074
Fax: (207) 253-5079
E-mail: naacpportland@hotmail.com
Website: www.naacpportland.org

Greater Bangor Area Branch

James Varner, President
P.O. Box 477
Old Town, ME 04468
Phone: (207) 827-4493
Fax: (207) 827-8115

Prison Branch

Michael Parker, President
Maine State Prison
807 Cushing Road
Warren, ME 04864

League of United Latin American Citizens (L.U.L.A.C.) - Council 3100

Contact: John Connors

169 Ocean St Suite 205

South Portland, Maine 04106

Phone: (207) 347-7359

E-mail: mainelulac3100@aol.com

National website: www.lulac.org

Hispanic civil rights organization. Monthly meetings.

Maine Department of Health and Human Services (DHHS)**Equal Employment Opportunity Office**

Contacts: Kathleen Lincoln, Phone: (207) 287-4289, E-mail:

Holly Pomelow, EEO Coordinator, Phone: (207) 287-3488, TTY: (207) 287-4479, E-mail:

State House Station#11

Augusta, ME 04333-0011

Fax:

Mission: the mission of the Maine Department of Health and Human Services (DHHS) is to protect and preserve the health and well being of Maine people in order that they may achieve their full potential. Specialized services for the LEP population include:

1. All DHHS programs and services offer interpreter services for all people with Limited English Proficiency (LEP) free of charge. Signs are prominently placed in reception areas. Interpreter services are made available through Language Line and contract with Catholic Charities.
2. DHHS is the designated agency to oversee Maine's Refugee Resettlement Program. DHHS provides some services and subcontracts other services with an outside agency. Bureau of Family Independence works closely with Refugee and Immigration Services. See DHHS Refugee Resettlement Program in resource guide for additional information.
3. DHHS Public Health Nurses provide health assessments and treatment services to newly arrived refugees, immigrants, and migrant workers in a culturally appropriate way utilizing interpreter services as necessary.
4. TANF and ASPIRE programs have designated case managers who specialize in working with refugee clients in areas of training and employment.
5. Maine Refugee Advisory Council advises DHHS on Maine's Refugee Resettlement Plan and advocates for refugees statewide.
6. DHHS has established a multilingual register for the purpose of hiring people from a diverse background as Family Independence Specialists in the Bureau of Family Independence.
7. All supervisory staff in DHHS has received cultural diversity training.

Maine Department of Labor
Division of Migrant and Immigrant Services
Juan Perez-Febles, Director & Monitor Advocate

185 Lancaster St.
Portland, ME 04104-3574
Phone: (207) 822-0152
Hotline for Migrant and Seasonal Farmworkers: 1-888-307-9800
TTY: 1-800-794-1110
Fax: (207) 822-0221
E-mail: juan.perez-febles@state.me.us
Website: <http://www.Maine.gov/labor/bls/mis.htm>

The Division shall monitor workforce activities to identify pockets of immigrant and migrant workers throughout the state of Maine. Through proactive efforts, the Division will assist these workers in procuring employment and social services available to them by coordinating with employers, other employees, labor unions, non-profit organizations and federal and state agencies. The Division, through its outreach efforts into the LEP community, is willing to act as the primary coordinating body for migrant and immigrant issues in Maine.

Some of the specialized services for the LEP population include:

- Advocacy
- Employment opportunities and referrals
- Health and human services referrals
- Training opportunities

SEE ALSO: Office of Special Counsel for Immigration-Related Unfair Employment Practices

Maine Department of Health and Human Services (DHHS)
Office of Immigrant and Multicultural Services

Contact: Noel Bonham, Director
E-mail: noel.bonham@maine.gov

Contact: Meryl Troop, Office of Immigrant and Multicultural Services
11 State House Station,
Greenlaw Building, 3rd floor
Augusta, ME 04333-0011
Cell phone: 207-557-0232 Preferred!
Voice: 207-287-4240
New Toll-Free TTY-only: 1-866-241-8639
FAX: 207.287.4052
E-mail: meryl.troop@maine.gov

Contact: Luc Nya, Multicultural Coordinator

Phone: (207) 822-0270
Fax: (207) 822-0295
E-mail: luc.nya@maine.gov

Refugee Resettlement Contact: vacant

State House Station #11

Augusta, ME 04333

Website for Multicultural Resource Guide→

<http://www.state.me.us/bds/mhservices/MulticulturalResource/Contents.html>

This office works toward the goal of assuring all social work services throughout the Department of Health and Human Services continuum of health, child welfare, adult and elderly services, mental health, mental retardation, and substance abuse systems in Maine are accessible and appropriate for immigrant, refugees, limited English proficient and multicultural clients and service providers. The director is responsible for program planning, training, consultation, and education regarding immigrants, refugees, LEP and multicultural persons in need of DHHS services and should be contacted if any questions arise regarding linguistically accessible and culturally relevant services.

Specialized services include*:

- Specialized positions: Meryl Troop and Luc Nya
- Multicultural library- books, videos, and audio tapes for anyone to borrow.
- Diversity training- all employees in DHHS take Language Access and diversity training with additional training available. A cadre of trainers offers training in a variety of styles to department staff and affiliated program staff. Consultants are brought in for further diversity of styles and trainers. Cultural competence is a performance measure on employee's annual reviews.
- Interpreter Training Workshops to train bilingual people with the basics of interpreting and training in the unique challenges in health, mental health and substance abuse treatment; interpreting for seasoned interpreters; Round Table discussion groups further professional development.
- Internal policies written and distributed delineating when, where, and how to find, use and pay for interpreters to serve consumers of our services. Signs are prominently posted at each office location-offering interpreters in ten languages. A contract is maintained with Pacific Interpreters to ensure professional, trained, and screened interpreters at a moment's notice for crisis situations.
- Preparation and updating of this Resource Guide.
- Cross Cultural Family Network meeting facilitation.
- Monthly gatherings of mental health service providers.
- State and region-wide conferences on mental health, trauma, domestic violence, etc. and refugee/multicultural populations.

* The Refugee Resettlement Program is a federally funded program designed to provide assistance in order to help refugees achieve economic self-sufficiency and social adjustment within the shortest time possible after their arrival in the US. The Refugee Resettlement Program contracts with Catholic Charities Maine, Refugee and

Immigration Services for refugee resettlement services such as: Cash and Medical Assistance, English language training, employment services, preventive health assessment and treatment services for protection of the public health against contagious diseases.

Maine Service Advocates in Foreign Languages and English, Inc. (S.A.F.E.)

Contact: Priscilla Doel

2802 Riverside Drive

Vassalboro, Maine 04989

Phone: (207) 872-2653

E-mail: padoel@ colby.edu

Maine SAFE is a non-profit, volunteer organization whose primary mission is to provide services and to advocate on behalf of people for whom English is not their first language. Specializing in professional services in Spanish-English, Maine SAFE is positioned to offer its clients services in translations, interpretations, referrals to medical, legal, business and social services, local, state and federal agencies, educational and mediation services.

Maine SAFE is a bilingual Red Cross provider of First Aid, CPR, PDT, and HIV/AIDS outreach programs for the Spanish-speaking community. Maine SAFE offers Spanish courses for adults as well as a special course in Spanish for Health and Human Services Providers. Maine SAFE successfully facilitates communication between Spanish speaking individuals and state and federal agencies.

COMMUNITY & RELIGIOUS ORGANIZATIONS AND CONTACTS

The following people or agencies are resources for general and culture specific information. They neither represent nor speak for the community at large. If calls are long distance, please make arrangements for them to call you collect since they may be volunteers.

AFGHAN COMMUNITY

Non-Profit Organizations

Afghan Association of Maine (AAM) updated 7/26/05

Azini Mohammad, President, Phone: (207) 873-2436

P.O. Box 3621

Portland, Maine 04104

Afghan Masjid and Islamic Center

Contact Wells Staley Mays re: mosques

Contact: Azini Mohammed, President, Phone: (207) 873-2436

Basement in a building on Congress Street near MMC, prayers on Fridays

AFRICAN AND AFRICAN-AMERICAN COMMUNITIES

(SEE ALSO: ETHIOPIAN, SOMALI, AND SUDANESE COMMUNITIES)

Non-Profit Organizations

African Culture & Learning Center

175 Lancaster Street, Suite 208D

Portland, Maine 04101

Phone: (207) 253-1956

Fax: (207) 253-1957

The African Culture & Learning Center works to enhance, promote, and improve the self-reliance, dignity, and self-respect to Maine's diverse communities. It develops ways and means of bridging the gap between parents and their children, elders and the mainstream communities and provides life-long learning to the elderly people who are illiterate in their own language and others. It provides outreach to refugees and their families, information and referral to community resources, health promotion and connection to health services—including mental health services and lead poisoning prevention. The African Culture & Learning Center focuses on creating a support system for the elderly, isolated, and non-English speaking individuals. They provide elderly outreach, senior community trips, events, and support programs. They also

provide educational programming, and teach and tutor children in their native language, teach the Somali language to foreign students, education and ESL and native literacy language classes. Additional services include referral to vocational training and employment opportunities, presentations on cultural and faith issues, and interpretation and translation in Arabic (Somali and Swahili).

Green Memorial African Methodist Episcopal Zion Church

Contact: Reverend Kenneth Lewis

46 Sheridan Street
Portland, Maine 04101
Phone: (207) 772-1409
Fax: (207) 828-1980
E-mail: greensecretary@maine.rr.com

The AME Zion Church is the oldest established African-American congregation in Maine, begun with a mission in 1891 and constructed in 1914. Green Memorial has become a multi-ethnic, multi-cultural congregation serving the spiritual and social needs of the Greater Portland community. In 1943, the church was named for Moses Green, who was born a slave and worked for 50 years at Union Station in Portland and served as a tireless member of the congregation.

HYPE

Contact: Steve Coleman

Westbrook
Ph: 854-8903
Mentoring predominantly African American youth.

International Christian Fellowship

Contact: Reverend Mutima Peter

35 Lafayette St.
Portland, ME 04104
Phone: (207) 772-1283

Christian worship and healing in French, Swahili, English and Lingala. Interpreters for other languages provided.

NAACP – (National Association for the Advancement of Colored People)

As the nation's oldest civil rights organization, the primary focus of the NAACP continues to be the protection and enhancement of the civil rights of African Americans and other minorities, and to ensure the political, educational, social and economic equality of rights of all persons and to eliminate racial hatred and racial discrimination. The NAACP has three branches in Maine: the Portland branch (covering Maine from the

New Hampshire border up to Augusta), the Bangor branch (covering Maine from Augusta to the Canadian border), and a prison branch (hosted by the Bangor branch).

Portland Branch

Rachel Talbot-Ross, President

P.O. Box 3631

Portland, ME 04104

Phone: (207) 253-5074

Fax: (207) 253-5079

E-mail: naacpportland@hotmail.com

Website: www.naacpportland.org

Greater Bangor Area Branch

James Varner, President

P.O. Box 477

Old Town, ME 04468

Phone: (207) 827-4493

Fax: (207) 827-8115

Prison Branch

Michael Parker, President

Maine State Prison

807 Cushing Road

Warren, ME 04864

ASIAN AND ASIAN AMERICAN COMMUNITIES

(SEE ALSO: KOREAN, CHINESE, INDIAN, VIETNAMESE, AND CAMBODIAN COMMUNITIES)

Non-Profit Organizations

Asian Task Force Against Domestic Violence

P.O. Box 120108

Boston, MA 02112

Phone: Office – (617) 338-2350

Hotline – (617) 338-2355

Fax: (617) 338-2354

Website: <http://www.atask.org/>

E-mail: asiandv@atask.org

The Asian Task Force Against Domestic Violence, Inc. is a coalition of individuals and organizations which aims to eliminate family violence and to strengthen Asian families and communities.

The Task Force accomplishes its mission through community organizing and outreach in the diverse Asian and mainstream communities, through direct services, through collaboration with other organizations and individuals committed to ending domestic violence in Asian communities, and by advocating for social and political change around the issues of domestic violence and other issues that affect Asian families and communities. The Asian Task Force Against Domestic Violence also has three

projects, the Asian Shelter and Advocacy Project (ASAP), Project Safe, and the Lowell Asian Project Against Domestic Violence, which share its mission.

The Asian Task Force Against Domestic Violence website has many resources and statistics around domestic violence as well as materials translated into Chinese, Hindi, Japanese, Khmer, Korean, and Vietnamese.

Asian American Heritage Foundation

Contact: Grace Valenzuela

Phone: (207) 874-8135

E-mail: valeng@portlandschools.org

Mission: To support the social, health, political, educational, and economic needs of all local Asian American communities and to support the preservation of each distinctive cultural heritage. Serves as a resource for the Asian American associations in the state.

Maine Families with Children from Asia

President, Susan Greenwood

597 Parker Farm Road

Buxton, ME 04093

Phone: (207) 839-2815

Website: <http://mefca.org>

Maine Families with Children from Asia is a volunteer organization of families who have adopted from Asia, or who are waiting to adopt. Membership includes single parents, parents with adopted or both adopted and birth children. Events include festivals, pot lucks, newsletters, play groups, and classes.

BUDDHIST

Non-Profit Organizations

Watt Samaki Temple, Inc.

Navann Leng, President

2 Dedham St.

Portland, ME 04103

Phone: (207) 797-8554

A good resource for consultation and speakers.

CAMBODIAN COMMUNITY

Local Community Contacts

Pirun Sen
Phone: (207) 772-8780

msg 6/22/06

Sokhany Sieng updated 6/2/06
Phone: (207) 749-4282

CHINESE COMMUNITY

Non-Profit Organizations

Chinese and American Friendship Association

Amanda Szala, President
Contact: Craig Dietrich, 688-4826

P.O. Box 10372
Portland, ME 04104

The Chinese and American Friendship Association of Maine (CAFAM), founded in 1988, has about 120 individual and family memberships. Many members also belong to the Portland chapter of the US-China People's Friendship Association, a national organization. CAFAM aims to promote among the American people a more accurate knowledge of the people of China and their culture and to promote cultural, scientific and educational interchange between the United States and China. The term "China" refers to the People's Republic of China, the Republic of China, and other overseas communities composed of people who identify themselves as being culturally Chinese.

Activities include: seasonal events (Moon Festival, Chinese New Year), a Chinese School and summer camps for children, a newsletter, a website (cafammaine.org), a notification email list, a Chinese in Maine archive (in conjunction with the Maine Historical Society), school outreach, and assistance to individuals, as well as miscellaneous occasional events.

Portland Chinese Gospel Church First Baptist Church

Contact: Tim Luk - 781-4728

360 Canco Rd.
Portland, ME 04103
Phone: (207) 773-3123

Fax: (207) 773-4130

Sunday services and Sunday School in Chinese.

ETHIOPIAN COMMUNITY

Non-Profit Organizations

Church of the Holy Spirit

Pastor Joseph Bizimana

1047 Congress Street

Portland, ME 04102

Phone: (207) 797-3865 or (207) 874-9779

E-mail: Bizim6@aol.com

FRANCO-AMERICAN COMMUNITY

Non-Profit Organizations

Franco-American Women's Institute - *L'Institut des femmes franco-américaines*

Contact Person: Rhea Cote Robbins, Founder and Director

641 South Main Street

Brewer, Maine 04412-2516

E-mail: FAWI2000@aol.com

Web site: <http://www.fawi.net/>

Franco-American Center

University of Maine

Yvon Labbe, Director

164 College Ave.

Orono, ME 04469

Phone: (207) 581-3764

Fax: (207) 581-1455

E-mail: labbe@maine.edu

Website: <http://www.francoamerican.org/>

The central mission of the Franco-American is to redress a century of neglect and ignorance by restoring to Franco-Americans their history, their language, and access to full and healthy self-realization. This mission is carried out in the following goals:

- 1) To provide vehicles for the expression of an authentic voice for Franco-

Americans,

- 2) To be an advocate for the Franco-American Fact at the University of Maine, in the State of Maine and in the region,
- 3) To stimulate the development of academic and non-academic program offerings at the University of Maine and in the State relevant to the history and life experience of Franco-Americans,
- 4) To assist and support Franco-Americans in the actualization of their language and culture, in the advancement of their careers, in their personal growth and in their creative contribution to society,
- 5) To assist and provide support in the creation and implementation of a concept of pluralism that validates and reflects the Multicultural Fact in Maine and elsewhere in North America, and
- 6) To assist in the generation and dissemination of knowledge about a major Maine resource — the rich cultural and language diversity of its people.

Each year, the Center sponsors a variety of programs—conferences, colloquia, visiting speakers, and panel discussions—designed to validate the North American Franco Fact, to expand and deepen our understanding and appreciation of the Franco-American legacy as a tool for self-realization, and to promote a climate of multicultural awareness and respect on campus and in the region.

Maine French Community Atlas

Web-site: www.FrancoMaine.org

E-mail: farog@umit.maine.edu

This website is about Maine's Franco-American heritage and is joint venture between the Department of Geography of Laval University and the Franco-American Center at the University of Maine.

GREEK COMMUNITY

Non-Profit Organizations

Holy Trinity Greek Orthodox Church

Contact: Pastor Constantine Sarantidis

133 Pleasant Street

Portland, Maine 04101

Phone: (207) 774-0281

Fax: (207) 774-2049

E-mail: htrinity@maine.rr.com

Website: www.holytrinityportland.org

Holy Trinity Greek Orthodox Church is the only Eastern Orthodox Church in the Portland area. It offers services in Greek and English. It serves the Greek, Ethiopian, Eritrean, Albanian, and other eastern European and Middle Eastern orthodox communities.

INDIAN (NATIVE AMERICAN) COMMUNITY

Non-Profit Organizations

Indian Women's Cultural and Resource Organization (Native American)

65 West St.
Indian Island, ME 04468
Phone: (207) 827-4624

Maine Indian Tribal - State Commission (Native American)

John Dieffenbacher-Krall, Executive Director

P.O. Box 186
Hudson, ME 04449-0186
Phone: (207) 394-2045
Fax: (207) 394-2045 (call ahead to arrange transmission)
E-mail: mitsced@midmaine.com

IRISH-AMERICAN COMMUNITY

Non-Profit Organizations

Irish-American Club of Maine

P.O. Box 1683
Portland, Maine 04104-1683
Phone: (207) 780-0119
E-mail: IAC@maineirish.com
Website: www.maineirish.com/club

Works to preserve and promote Irish-American culture, history, and community in Maine. Monthly social gatherings with entertainment and speakers, cultural programming for adults and children, children's holiday parties, annual Saint Patrick's Dinner Dance, annual Summer Family Picnic, Traditional Céili dancers with live music, monthly newsletter, field trips around New England and Canada, club discounts for members at local businesses and theaters.

Irish Heritage Center

34 Gray Street
(Corner of Gray & State Streets)
P.O. Box 7588
Portland, ME
04112-7588
Phone: (207) 780-0118
Fax: (207) 780-0115
Website: www.maineirish.com

This ornate, gothic brick building was finished in 1888 as Saint Dominic's Church, whose parish served as the bastion of the Irish American community in Portland for over 180 years. Recently purchased and restored by the Irish American community, the building now houses a first-rate library and genealogy center with a collection that documents the Irish who moved into, and through, Maine and serves as a central gathering place for the Irish-American community. Open Monday-Friday 9am-4pm.

ISLAM

Markets

A & R Halal Market

199A Bartlett St.
Lewiston, Me 04240
Phone: (207) 786-0030

Amei Supermarket (Halal Market)

269 St. John Street
Portland, ME 04102
Phone: (207) 774-3220

Portland Halal Market

28 Washington Avenue
Portland, ME 04101

Non-Profit Organizations

Afghan Masjid and Islamic Center

Contact: Azini Mohammed, President, Phone: (207) 873-2436

In the basement of a building on Congress Street near MMC. Prayers on Fridays

Council on American-Islamic Relations

453 New Jersey Avenue, S.E.
Washington, DC 20003
Phone: (202) 488-8787
Fax: (202) 488-0833
Website: <http://www.cair-net.org/>
E-mail: cair@cair-net.org

The Council on American-Islamic Relations (CAIR) is a nonprofit 501(c)(4), grassroots civil rights and advocacy group. CAIR is America's largest Islamic civil liberties group, with regional offices nationwide and in Canada. The national headquarters is located on Capitol Hill in Washington D.C.

Since its establishment in 1994, CAIR has worked to promote a positive image of Islam and Muslims in America. Through media relations, lobbying, education and advocacy, CAIR puts forth an Islamic perspective to ensure the Muslim voice is represented. In offering this perspective, CAIR seeks to empower the social activism.

Islamic Society of Portland, Maine

P. O. Box 10294
Portland, Me 04104
Street address: 155 Bracket St.
Phone: (207) 842-5953
Fax: (207) 842-5953

Islamic Social Services Association (ISSA)

Contact: Shahina Siddiqui, shahinasiddiqui@hotmail.com

(United States)

1030 E. Baseline Road
Suite # 105 , PMB 955
Tempe , AZ 85283-1314
Phone: 1-888-415-9920
Fax: (602) 532-7057
Email: info@issausa.org
Website: <http://www.issausa.org>

(Canada)

PO BOX 21010
RPO Charleswood
Winnipeg, Manitoba
R3R 3R2, CANADA
Phone: 1-866-239-ISSA
Fax: (204) 896-1694
Email: info@issaservices.com
Website: <http://www.issaservices.com>

ISSA is an organization that links Muslim social service providers in the United States and Canada. ISSA is a unique organization since it is not a social service provider, but

rather is an organization that serves as a network for addressing the social service concerns Muslims have. ISSA aims to provide support to social service providers through education, training and services. It is, therefore, an organization that helps Muslims to set up and successfully provide social services within their own communities, rather than running these services for communities. This approach helps to empower local Muslims in providing help to their communities, and decreases dependency on larger associations. ISSA acts as a national link and resource between these smaller community-based organizations.

ISSA in Canada carries on its activities in Canada and ISSA in the U.S.A carries on its activities in the U.S.A. The two organizations cooperate with each other in planning the annual conferences and other educational projects.

KOREAN COMMUNITY

Non-Profit Organizations

First Baptist Church

360 Canco Rd.
Portland, ME 04103
Phone: (207) 773-3123

Sunday services in Korean at 11 a.m. every Sunday; for more information please attend the mass instead of calling the church office.

Korean American Association

Contact: Chong Pak, President
Phone: (207) 799-5425

Korean American Friendship Society of Maine

44 Richardson St.
Portland, ME 04103

Korean United Methodist Church

618 Washington Avenue
Portland, Maine 04101
Phone: 207-774-1617
Fax:

LATINO COMMUNITY

Non-Profit Organizations

Centro Latino, Maine

Contact Person: Blanca Santiago, President

P.O. Box 1242

Portland, ME 04104

Phone: (207) 749-8823

Centro Latino, Maine aims to improve the quality of life for Hispanics in Maine. It provides access to services and information and brings voice into action regarding the rules and laws that will benefit Hispanic people, while celebrating their cultural heritage, preserving their human dignity, and inspiring them to realize their aspirations.

Centro Latino board meetings are open to the public and are held from 5:30-7:00pm the first Tuesday of every month at the Community Television Network offices (516 Congress Street, Portland). Centro Latino also publishes Mi Gente, a bilingual directory of Latino-owned businesses, Spanish-speaking service providers, and community events and activities relevant to the Latino community.

Latin Community Council of Maine

Contact Person: Gladys Garcia, (207) 761-7975

Latin Community Council of Maine works to help people to build a strong sense of identity and pride in being Latino. Major efforts include providing camp scholarships for King Middle School students, and offering advocacy and support for the Latino community. Crisis intervention and some interpreting services available.

Sacred Heart Catholic Church

Contact: Ana Almanzar, 780-0384

80 Sherman Street

(Corner of Sherman & Mellen Streets)

Portland, Maine 04101

Phone: (207) 772-6182

Fax 772-9615

Website: <http://shsdp.org>

Service in Spanish on Sundays at 12:15 p.m. (confession on Saturdays at 3 p.m. and Sundays at 12:00 p.m.). Food pantry 8:15 a.m. – 12:15 p.m. Monday – Friday at 80 Sherman Street.

Tengo Voz- I Have Voice

Contact Person: Reverend Virginia Marie Rincon

Immanuel Baptist Church

156 High St.

Portland, ME 0401

Phone: (207) 553-2252

Email: tengovoz@hotmail.com

Office hours: Tuesdays and Thursdays 10AM-1PM, but individuals can call to make an appointment outside of these hours

A grassroots organization committed to Latino women and their families in the greater Portland area. Help with finding jobs and housing, domestic violence prevention and referral, cultural support, spiritual direction, Latino women's focus groups, educational referrals and support, social service collaboration and referrals, and interpreting.

EASTERN ORTHODOX CATHOLIC

Non-Profit Organizations

Holy Trinity Greek Orthodox Church

Contact: Pastor Constantine Sarantidis

133 Pleasant Street

Portland, Maine 04101

Phone: (207) 774-0281

Fax: (207) 774-2049

E-mail: htrinity@maine.rr.com

Website: www.holytrinityportland.org

Holy Trinity Greek Orthodox Church is the only Eastern Orthodox Church in the Portland area. It offers services in Greek and English. It serves the Greek, Ethiopian, Eritrean, Albanian, and other eastern European and Middle Eastern orthodox communities.

RUSSIAN / (FORMER) SOVIET UNION COMMUNITY

Non-Profit Organizations

Local Community Contacts

Nicholai Youdanov, Soviet Union (former)

Phone: (207) 885-0286

SOMALI COMMUNITY

Non-Profit Organizations

African Culture & Learning Center

Mohamed Abdi, President, chiefmoh@yahoo.com

Carl Judy, Deputy Executive Director, Judycarl1@yahoo.com

175 Lancaster Street, Suite 208 D

Portland, ME 04101

Phone: (207) 253 -1956

E-mail:

Daryeelka, Inc.

Contact: Wahidah Muhammed

70 Blake Street Towers, #2M

Lewiston, ME 04240

Phone: (207) 783-1985

35 Canal Street #201

Lewiston, Me 04240

Advocacy for Women & Children in Partnership with St. Mary's Hospital

East Africa Family Association

999 Forest Ave. #6

Portland, ME 04103

Phone: 878-9191

Fax: 878-6666

A non-profit organization of East Africans assisting African-speaking families to meet their self-sufficiency goals.

Somali Community Services, Inc.

President: Awil Obile

P.O. Box 562

Lewiston, Maine 04240

Phone: (207) 240-5933

E-mail: aob@some.com

Somali Community Services of Maine

Mahboub Abdirizak, Executive Director:

157 Main Street

Lewiston, Maine 04240

Phone: (207) 753-1114
E-mail: amahboub@mail.com

Somali Community Development of Maine

Elmi Alawi, President

108 Riverton Drive
Portland, ME 04103
Phone: (207) 329-7882
E-mail: ECZALA@aol.com

Somali Development Institute of Maine

Contact: Ahmed Hassan

12 Dermot Court
Portland, ME 04101
Phone: (207) 828-1928/450-4897
Email: ahmedgumgum2003@aol.com

Summer Camp devoted to empowering Somali student's culture, values and language in order to improve parent/student/teacher communication. The camp will enhance student's self-esteem, social skills and learning, while maximizing fun. Two sessions of 10 days, includes Somali language, folklore, riddles, proverbs, and songs; math, reading and science.

Somali Culture & Development Association

Mohamud Barre, Executive Director

P. O. Box 8676
Portland, ME 04104
Phone: (207) 233-6014
E-mail: Somaliculture2000@hotmail.com

Somali Youth League

Contact: Abdullahi Ahmed

P.O. Box 11482
Portland, ME 04104
E-mail: asheikh@ghi.net

Camp for youth grades 3-6 to explore their cultural heritage through field trips to local community organizations, stores, restaurants, etc. The campers will also receive visits from community elders and leaders in order to boost their morale. Three programs included are Math, Somali Language Math, and Arabic language - reading and writing. Certified teacher with bilingual facilitators.

United Somali Women of Maine

P.O. Box 397

Lewiston, ME 04240

Contact: Fatuma Hussein

Phone: (207) 344-6615

E-mail: fhussein@ccmaine.org

Referral Resource Center, skill development, and job assistance, and interpreting.

Local Community Contacts

Ahmed A. Hassan

Portland Public schools

Somali Community specialist

Phone: (207) 874-8135

Jamal S. Nor

170 Clark St. Apt. 1

Portland, ME 04102

Phone: (207) 756-6740, 329-4496 (Cell)

Mohmood Osman Awad

43 Brook Way

Portland, ME 04103

Phone: (207) 797-8742, 797-0464

Out of State Somali Resources

Somali Development Center

205 Green Street

Jamaica Plain, MA 02130

Phone: (617) 522-0700

Fax: (617) 522-6300

Website: <http://www.sdcboston.org/>

E-mail: sdcboston@yahoo.com

The mission of Somali Development Center is to provide consistently excellent and accessible community services to all Somalis (and other African communities) in New England, regardless of immigration status. These services help Somalis in Massachusetts, Connecticut and New Hampshire to obtain basic resources, services, information and skills. While strengthening the Somali community by promoting mutual assistance, cultural identity, and leadership, SDC fosters the ability of Somali individuals and families to advocate on their own behalf and participate constructively in the larger

community.

The Somali Development Center offers an array of services including: a basic adult literacy program, Post Employment Vocational Skills Training, youth programs, newcomer orientation and acculturation, housing assistance and advocacy, legal assistance, health services, domestic violence prevention programs, a cable television program, and community lectures.

The Boston Islamic Center

3381 Washington Street
Jamaica Plain, MA 01230-2617

3381 Washington St.
Boston, MA 01230
Phone: (617) 522-8208

Somali Women and Children's Association

134 Warren Street, Suite 3
Roxbury, MA 02119
Contact: Marian A. Gas
Phone: (617) 445-5300, (781) 595-5451
Fax: (617) 445-5514

SUDANESE COMMUNITY

Non-Profit Organizations

ASERELA - Action for Self Reliance Association

c/o Cathedral Guild Hall
307 Congress Street
Portland, ME 04101
Ph: (207) 774-3314

Founded in 1994 by a group of Sudanese refugees, ASERELA has over 100 active members. Programs include helping newly arrived families learn about Portland and teaching traditional Sudanese culture to the children.

Southern Sudanese Nuer Community Association

Contact: John Kuony, Chairman

96 South Street, Apt. 205
Portland, ME 04005
Phone: (207) 283 -0181

**Southern Sudanese Christian Mission
Church of the Nazarene**

42 Presumpscot Street
P.O. Box 473
Portland, Maine 04101
Phone: (207) 775-3899, (207) 409-6456
E-mail: michaelteny@ghi.net

Committed to reach people with the gospel of Jesus Christ and help community to build their relationship with God.

Sudanese Community Association

Chairman, Matthew Kongo, Phone: (207) 775-5570

P.O. Box 3590
Portland, ME 04104

Organization for the welfare of the Sudanese community.

Local Community Contacts

Helen Abwoch
8 Pinewood Road
Portland, ME 04103
E-mail: helen.abwoch@maine.edu

Peter Zawa, Azande Sudanese Community
42 W. Presumpscot Street
Portland, ME 04103
Phone: (207) 773 –4831

Anthony Oryem, Acholi Sudanese Community
240 Harvard Street, Apt. # 101
Portland, ME 04103
Phone: (207) 797 -0058
E-mail: a-oryem@hotmail.com

VIETNAMESE COMMUNITY

Local Community Contacts

Ricky Ho
Pager: (207) 821-5227
E-mail: rickho35@yahoo.com

Ty Ngoc Ly
1520 Congress St.
Portland, ME 04102
Phone: (207) 774-4685
E-Mail: Tly@maine.rr.com

Lan Tran
18 Greenleaf Street
Portland, ME 04101
Phone: (207) 883-4922

INTERPRETING INTRODUCTION

DEFINITIONS

| | |
|---------------|---|
| Interpreting: | Receiving a spoken message in one language and delivering it in another. Not as simple as it sounds, interpreting is a complex process that requires a high degree of linguistic, cognitive and technical skills. |
| Translating: | The process of changing <u>written</u> messages from one language to another. |
| Consecutive: | A style of interpretation that requires the interpreter to listen for manageable chunks of information, i.e.: ask question, interpret question, wait for answer, and interpret answer. |
| Simultaneous: | Interpretation delivered nearly instantaneously after the original message. Rarely occurs: Interpreter must wait to hear and understand before interpreting. |

WHY IS EFFECTIVE COMMUNICATION IMPORTANT?

- The provider/client relationship is built through communication.
- When qualified interpreters are not provided, there may be serious negative consequences.
- Serious illnesses may be misdiagnosed, minimized or ignored.
- Informed consent is not possible
- *Unnecessary* medical tests and procedures may be ordered.
- *Necessary* medical tests and procedures may not be ordered.
- Medications may be taken incorrectly.
- Appointments may be missed.
- Written applications and notices regarding important services and benefits are often incomprehensible, and basic human needs such as food, heat, housing and health and human services may be delayed or denied.
- People may be illegally evicted from their housing with no hope of defending themselves.
- Parents accused of child abuse or neglect cannot defend themselves or become reunited with their children.

- People under arrest have no way of understanding their rights or the judicial system.
- Basic safety procedures, and instruction in the workplace are incomprehensible.
- Injured or ill workers cannot explain their symptoms or the cause of the injury or illness, cannot complete necessary paperwork or submit documentation, and cannot defend themselves in the workers compensation process.
- Untrained staff, friends, family members used as “ad hoc” interpreters usually have no training in ethics, confidentiality, the skill of professional interpretation, or knowledge of concepts and terminology, commonly miscommunicate critical information, and may view their role as an unwelcome unpaid burden.
- Confidentiality may not be observed.
- Children used as interpreters are exposed to and burdened with confidential and inappropriate information.
- LEP patients cannot freely express sensitive concerns, complaints, and questions when family members or friends are asked to interpret.
- LEP clients who become embarrassed, angry, or inhibited because they can’t communicate with their caregiver may routinely delay or avoid care.

WHEN QUALIFIED INTERPRETERS ARE NOT USED...
(MAINE HORROR STORIES WE WISH WE HADN'T HEARD...)

- A newly arrived middle aged immigrant woman was involuntarily committed to a mental institution without any understanding of the criteria for her admittance, the length of her confinement, or any opportunity to participate in her therapy process. For three days she had no idea where her children were or who was taking care of them. When she became upset and angry, she was put in an anger management group.
- A newly arrived refugee woman endured an extremely painful biopsy without any pain medication. She believed she couldn’t ask for pain medication and was too embarrassed to ask for an interpreter.
- A seven year old was asked to tell his mother that her fetus had died in utero.
- An frightened and very ill elderly immigrant women spent two weeks in a hospital in excruciating pain but was unable to communicate her symptoms or her most basic personal needs or ask for pain medication.
- Hospital staff used the abuser’s best friend to interpret for the abused woman.

MAINECARE REIMBURSES MEDICAL SERVICES PROVIDERS FOR THE FULL COST OF INTERPRETING SERVICES!

As of 9/15/03, MaineCare (formerly known as Medicaid) will now reimburse providers of MaineCare-covered services to patients/clients who have MaineCare for the full cost they incur when hiring interpreters, both spoken languages and sign language.

The medical services provider must document the qualifications of the interpreter, and have the interpreter sign a Code of Ethics for each interpreted encounter.

This increase in reimbursement removes the cost barrier for medical providers to making their services accessible to those with MaineCare.

Please spread the word to the medical community and the various linguistic communities here in Maine. The full MaineCare Benefits Manual can be found on line at:

www.state.me.us/bms/rulemaking/c i s 1 f complete/c i s 1 f complete.pdf

Scroll down to section 1.06-3 Interpreter Services, and the Code of Ethics is in the Appendix at the end of the document

INTERPRETER SERVICES & REFERRAL AGENCIES

There are no standards of interpreting skills for spoken language interpreters in Maine. When hiring interpreters, ask direct questions about the training, screening and credentialing of interpreters, and of the interpreters used by a referral agency. Ask exactly what is meant by terms such as “qualified” “certified” or “credentialed” – those with true qualifications and training will be proud to answer the questions clearly, those giving vague or defensive answers may have a reason for being evasive.

American Translation Partners

175 Paramount Drive

Raynham, MA 02767

Phone: 1-888-443-2376

Fax: 1-508-823-8854

E-mail: info@americantranslationpartners.com

Website: www.americantranslationpartners.com

Written material, web sites, conference and escort interpretation, tape transcription

AT&T Language Line (SEE: LANGUAGE LINE SERVICES)

Bangor Interpreting Agency

Nancy A. Ordway, Director

12 Acme Road, Suite 205
Brewer, ME 04412

Phone: (207) 989-8888

TTY: (207) 989-0007

Fax: (207) 989-0022

E-mail: bangor.interpreting@verizon.net

Website: <http://www.bangorinterpreting.com/services.htm>

Bangor Interpreting Agency is an interpreting referral business based in Brewer providing services throughout the state of Maine. They provide professional, highly qualified, independently contracted free-lance interpreter services for various venues including but not limited to: conferences, employee business and orientations, educational, vocational, medical, mental health, and legal/law enforcement entities; AA/AI-Anon meetings, substance abuse treatment, and religious settings. Interpreters referred by the Bangor Interpreting Agency maintain professional standards. On-call 24 hour emergency interpreting services available.

Languages offered: Spanish, French, Italian, Japanese, Thai, Russian, German, Turkmenistan, Urdu, Punjabi, Arabic, Hungarian, Romanian, Portuguese and Bulgarian.

Certified Languages International

Phone: 1-800-CALL-CLI (1-800-225-5254)

Fax: 1-800-362-2941

E-mail: sales@certifiedlanguages.com

Website: www.clilang.com

Certified Languages International provides real-time telephone interpreting services in over 150 languages, 24 hours a day, 7 days a week, 365 days a year, as well as comprehensive translation services to corporations, government agencies, healthcare facilities, law firms, educational institutions, and international organizations worldwide. CLI interpreters are routinely used by hospitals and medical clinics, courts, attorneys, insurance companies, government agencies, long distance operators, call centers, international calls, financial institutions, and in emergencies.

All CLI interpreters undergo an in-house Credentialing and Orientation program to assure they are qualified to perform in the field required. They must also pass a specialty test with a grade of 90% to be certified with CLI. In addition, interpreters are required to complete all certifications required by outside agencies. All work is supervised by our trained language supervisors on a continuing basis.

Billing for interpretation is handled through a pre-arranged account number, or can be via Visa/MasterCard if you do not have an account with CLI. Translation quotes are based upon the specific language and the job.

Hiddo Services Center – Interpretation and Translation Services

Contact: Hussein Ahmed

270 Lisbon Street

Lewiston, Maine 04240

Phone: (207) 783-6666, (207) 344-5885

Fax: (207) 795-1111

Somali, Swahili, Arabic, Amharic & Oromo (Ethiopian)

Language Access for New Americans (LANA)

Dolgormaa Hersom, Manager

400 Congress Street, P.O. Box 15200

Portland, ME 04112-5200

Phone: (207) 874-1000, x311

Fax: (207) 874-1007

E-mail: dhersom@unitedwaygp.org

Language Access for New Americans (LANA) aims to improve access to services for refugees, immigrants, and other limited English proficient persons by improving the quality and affordability, promoting the use of and increasing the number of interpreting and translating services in Maine.

LANA Projects:

- Centralized Interpreter Directory – A state-wide centralized directory of organizations and qualified freelance interpreters that provide interpreter services in Maine provides you direct access to interpreters, information about their credentials, rates, and availability.
- Interpreter Training - LANA is improving the quality and increasing the number of competent interpreters in Maine by:
 - Setting the minimal standards of qualifications
 - Developing and providing basic and advanced interpreter trainings.
 - Developing and offering a course on basics of interpreting for high school bilingual students.
- Training Service Providers and Businesses
 - Workshops for service providers and businesses on working effectively with interpreters and federal requirements of language access.
 - Customized training for bilingual employees on working as interpreters
- Matching Funds for Nonprofit Organizations - To increase local nonprofit organizations' use of interpreters and to help support New Americans in their

careers as interpreters LANA will be providing matching funds for interpreting and translating needs.

The Language Exchange, Inc

Valerie Guillet, President

P.O. Box 4833

Portland, Maine 04112

Phone: (207) 772-0405, Toll free: 1-888-772-0405

Fax: (207) 221-1207

Email: language@maine.rr.com

Web site: www.immersionprograms.com

Interpreting for business meetings, conferences, etc. in various languages.

The Language Exchange, Inc. is the largest multi-service translation and language instruction company in Maine. Founded in 1992 and based in Portland ME, The Language Exchange provides a broad range of language-related services to individuals, private businesses, and government agencies statewide and, increasingly nationally and abroad. These are approximately ten on-site language instructions and a multitude of on-call translators across the country. Of special interest to the local community are the adult and children language courses, tailored to skill level and learning capabilities. The Language Exchange offers children's language camp, monthly language seminars (in addition to weekly classes) for both beginners and advanced students and social events geared toward improving language skills. In addition to offering dynamic and intensive language instructions (including French, Spanish, German, Italian, Russian, Japanese, Chinese, Swedish, Polish, and Portuguese) the Language Exchange also offers services in high quality translation and interpretation to the medical, legal, corporate, and international community. Another division of the Language Exchange focuses on overseas immersion programs, including intensive language courses in Provence, Italy, Rio de Janeiro, and Martinique.

Valerie Guillet, President of The Language Exchange, is a certified translator for both French and Spanish, has taught foreign languages and cultural immersion for the past 10 years, and developed a series of training programs in inter-cultural settings.

Maine S.A.F.E (Maine Service Advocates in Foreign Languages and English)

2802 Riverside Drive

Vassalboro, Maine 04989

Phone: (207) 872-2653

E-mail: padoel@colby.edu

Interpreting, translating and Spanish classes.

Maine SAFE is a non-profit, volunteer organization whose primary mission is to provide

services and to advocate on behalf of people for whom English is not their first language. Specializing in professional services in Spanish-English, Maine SAFE is positioned to offer its clients services in translations, interpretations, referrals to medical, legal, business and social services, local, state and federal agencies, educational and mediation services. Maine SAFE is a bilingual Red Cross provider of First Aid, CPR, PDT, and HIV/AIDS outreach programs for the Spanish-speaking community.

Maine SAFE offers Spanish courses for adults as well as a special course in Spanish for Health and Human Services Providers. Maine SAFE successfully facilitates communication between Spanish speaking individuals and state and federal agencies.

Maine S.A.F.E (Maine Service Advocates in Foreign Languages and English)

2802 Riverside Drive
Vassalboro, Maine 04989
Phone: (207) 872-2653
E-mail: padoel@colby.edu

Interpreting, translating and Spanish classes.

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Maine SAFE offers Spanish courses for adults as well as a special course in Spanish for Health and Human Services Providers. Maine SAFE successfully facilitates communication between Spanish speaking individuals and state and federal agencies.

Maine Medical Center Interpreter & Cross-Cultural Services

Contacts: Cynthia Tack, Director
Mara Gruppi-Araujo, Coordinator

Room 2371, Maine General Building
22 Bramhall Street
Portland, Me 04102-3175
Phone: (207) 662-4983
Fax: (207) 662-2969
E-mail: interpreterservices@mmc.org

Maine Medical Center (MMC) focuses on coordination of medical interpreter services with civil rights compliance activities, promulgating national standards for cultural and

linguistic competence through staff education and professional development, and furthering health care access to multilingual and multicultural consumers of hospital services. The Department of Interpreter and Cross Cultural Services is able to provide interpreters in over 32 languages to all of MMC's sites in Portland, South Portland, and Scarborough. If you need an interpreter for an appointment, please call (207) 662-4983 or e-mail interpreterservices@mmc.org.

RISinterpret

Catholic Charities Maine

Kevin Cunningham, Program Director

250 Anderson Street

Portland, ME. 04101

Phone: (207) 523-2717

Fax: (207) 774-7166

Contacts: *Interpretation* - Please contact Kevin Cunningham at (207) 523-2726 or

krcunningham@ccmaine.org

Translation - Please contact Barbara Clark at (207) 523-2736 or

bclark@ccmaine.org

RISinterpret has been providing qualified and reliable interpreters since 1997 in a variety of fields. Our testing and training process prepares our interpreters for medical, legal, mental health and business settings. We offer these services throughout the state of Maine in over 35 languages.

RISinterpret offers comprehensive document translation across North America and beyond in over 200 languages. We offer an exceptionally competitive price that includes proof-reading, editing and formatting. Our client base comprises those from the healthcare industry, government, legal, educational arenas and more.

Smart Interpreters

Contact: Abdullahi M. Abdulle

Professional Building

12 Bates Street, Suite B

Lewiston, ME 04240

Phone: (207) 783-4744

Cell: (207) 740-5598

Fax: (207) 783-4644

E-mail: abdulle_abdullahi@yahoo.com

Medical and social services interpretation; Healthcare Facilitator. Somali, Arabic, Amharic languages.

Tengo Voz- I Have Voice

Contact Person: Reverend Virginia Marie Rincon

Immanuel Baptist Church

156 High St.

Portland, ME 0401

Phone: (207) 553-2252

Email: tengovoz@hotmail.com

Office hours: Tuesdays and Thursdays 10AM-1PM, but individuals can call to make an appointment outside of these hours

A grassroots organization committed to Latino women and their families in the greater Portland area. Help with finding jobs and housing, domestic violence prevention and referral, cultural support, spiritual direction, Latino women's focus groups, educational referrals and support, social service collaboration and referrals, and interpreting.

NATIONAL TELEPHONE INTERPRETING

(please note - this is only a partial list of companies out there.
Feel free to do your own web search)

Certified Languages International

4700 SW Macadam Suite 200
Portland, Oregon 97239
Phone: 800-CALL-CLI (800.225.5254)
Fax: 1-800-688-8786
E-mail: sales@CertifiedLanguages.com
Website: www.clilang.com

Certified Languages International provides real-time telephone interpreting services in over 150 languages. Our qualified interpreters and translators are trained in a wide variety of industries to aid in all your communication needs. In less than a minute, you and your limited English speaker can be connected with an interpreter for any language, 24 hours a day, 7 days a week, 365 days a year!

Choice Translating and Interpreting (CTI)

Interstate Tower
121 West Trade Street, Suite 2650
Charlotte, North Carolina, 28202 USA
Phone/TTY: (704) 717-0043, toll-free: 1.888.721.2077
Fax: (704) 717-0046
Website: www.choicetranslating.com

Cyracom International, Inc.

5780 N. Swan Rd.
Tucson, Arizona 85718
Phone: 1-800-713-4950
E-mail: info@cyracom.com
Website: <http://www.cyracom.com/>

Language Line Services

1 Lower Ragsdale Drive, Bldg. 2
Monterey, CA 93940
Phone: 1-877-886-3885
E-mail: info@languageline.com
Website: www.languageline.com

Offering 20 years of experience and 150 languages, Language Line offers phone

interpretation 24 hours a day, 7 days a week. They offer subscribed interpretation service for frequent users, as well as pay-as-you-go membership for those with occasional interpretation needs.

NetworkOMNI Multilingual Communications

1329 East Thousand Oaks Boulevard
Thousand Oaks, CA 91362
Phone: 1-800-607-9538
E-mail: support@networkomni.com
Website: www.networkOmni.com

Advanced, on-demand or scheduled, toll-free over the phone interpretation services worldwide - 24 hours a day, 7 days a week, 365 days a year, in more than 150 languages.

Pacific Interpreters

520 S. W. Yamhill
Suite 320
Portland, OR 97204
Phone: General Inquiries→1-800-311-1232
Sales Department→1-877-472-2434
E-mail: sales@pacificinterpreters.com
Website: <http://www.pacificinterpreters.com/>

They offer telephone and on-site interpretation as well as translation services. Instant access to their language interpretation by telephone from English into nearly 200 languages, 24 hours a day, 7 days a week.

Pacific Interpreters Consulting Services also provides hospitals and healthcare organizations with an in depth assessment of their cultural and linguistic proficiency, with an emphasis on cost containment and quality improvement. They also provide consulting to health care organizations establishing or enhancing a language-interpreting program.

Passport To Languages

Phone: (503) 297-2707
Toll Free: (800) 297-2707
24-Hour Assistance: (503) 294-1340
Fax: (503) 297-1703
Email: info@passporttolanguages.com
Website: www.passporttolanguages.com

Passport to Languages specializes in translating medical and legal terminology for

hospitals and courts. We also supply interpreters for clinics, dentists, government agencies, state corrections, business conferences, and any other business, organization, or individual who needs experienced interpreters with specific interests and skills.

Their Language Link program is dedicated to connecting you right away to an interpreter speaking the language you need. Since Language Link is devoted only to telephone interpreting, we can ensure that your needs are met within a few seconds. You can call us 24 hours at (503) 294-1340 or toll-free at (800) 297-2707 between 7:30 am and 5:30 pm PST.

Tele-Interpreters

500 N. Brand Boulevard
Glendale, California 91203

Phone: 1-800-811-7881

Fax: 1-818-543-6781

E-mail: info@teleinterpreters.com or sales@teleinterpreters.com

Website: <http://www.teleinterpreters.com/>

Realtime telephone translations, 24/7/365, in more than 150 foreign languages. Our telephone interpreters and translators specialize in OPI (over-the-phone interpreting) for all industries, globalization and cross-cultural communications. Tele-Interpreters provides for instant access to foreign-language telephone translators & interpreters – inbound or outbound. Our leading-edge CTI (computer-telephony integration) speeds every call and cuts your costs.

Telelanguage

Phone: 1-888-877-TELE

E-mail: info@telelanguage.com

Website: www.telelanguage.com

TELELANGUAGE has been providing customized telephonic interpretation services and translation solutions to customers in the United States, Canada and Europe for over 13 years. We provide on-demand telephonic interpretation services in over 150 different languages, which enables you to be connected with an interpreter 24/7/365 within seconds.

PROFESSIONAL INTERPRETING ORGANIZATIONS

American Translators Association (ATA)

225 Reinekers Lane, Suite 590
Alexandria, VA 22314
Phone: (703) 683-6100
Fax: (703) 683-6122
E-mail: ata@atanet.org
Website: www.atanet.org

ATA, founded in 1959, is the largest professional association of translators and interpreters in the U.S. with over 9,500 members in over 70 countries. ATA's primary goals include fostering and supporting the professional development of translators and interpreters and promoting the translation and interpreting professions.

Their website offers a searchable online directory of translator and interpreter services, many publications about interpreting and translation, as well as many resources for working interpreters and translators.

Association of Maine Interpreters and Translators (AMIT)

Hope Valcarcel & Suzanne Becque, Co-Chair

AMIT
c/o Hope Valcarcel
PO Box 477
Milford, ME 04461-0477
Phone: (207) 973-7666
E-mail: hvalcarcel@emh.org

AMIT
c/o Suzanne Becque
585 East Side Road
Hancock, ME 04640
Phone: (207) 422-3962
Fax: (207) 422-3962
E-mail: sbecque@adelphia.net

The Association of Maine Interpreters and Translators (AMIT) is a state association founded by a small group of committed interpreters and translators from central and northern Maine and the Downeast area. They are a non-profit organization committed to:

- The professional integrity, development and improvement of those interpreters and translators who provide interpreting and translation services in the state of Maine, and
- The advancement of professional interpreters and translators in the state of Maine.

AMIT members provide Maine communities with quality interpreting and translation services. Membership in AMIT is open to all those employed in, interested in, or concerned with interpreting and translation.

AMIT objectives are:

- To advocate and promote the recognition of interpreting and translating as professions in the State of Maine
- To advocate for State of Maine legislation requiring the use of qualified interpreters and translators
- To advocate for and promote the use of interpreters and translators living and working in the state of Maine
- To protect and safeguard the interests of the professional interpreter and translator working in the State of Maine
- To follow and adhere to the AMIT Code of Ethics for Interpreters and Translators and those listed in the /Maine Medical Assistance Manual/: Appendix #1, for those professional interpreters and translators practicing in the State of Maine
- To advocate for certification and competence in the practice of interpreting and translating, and
- To serve as a resource for interpreters and translators in Maine via meetings, workshops, an annual conference and other activities to promote education, networking, and cooperation among members.

National Association of Judiciary Interpreters and Translators (NAJIT)

551 Fifth Avenue, Suite 3025

New York, NY 10176-3099

Phone: (212) 692-9581

(212) 687-4016

E-mail: najit.org.headquarters@najit.org

Website: <http://www.najit.org>

NAJIT seeks to bring together all persons and institutions that are committed to the advancement of the court interpreting and translation profession and firmly believes the quality of oral, sign language or written translations is vitally important to ensure due process and proper legal representation to non-English speakers or the hard of hearing/deaf who come in contact with the legal system.

New England Translators Association (NETA)

E-mail: info@netaweb.org

Website: www.netaweb.org

The New England Translators Association (NETA) is a professional organization of translators and interpreters with more than 250 members. NETA has members who translate in all of the major European languages and in many Asian languages as well.

Its objectives are:

- To advocate and promote the recognition of translating and interpreting as a profession;

- To protect and safeguard the interests of the professional translator and interpreter;
- To formulate and maintain standards of professional ethics, practice and competence; and
- To provide meetings, seminars, an annual Exhibition & Conference and other activities to promote collegiality, networking, and cooperation among members.

For interpreters and translators its webpage offers a variety of resources in multiple languages. For clients they offer advice on how to choose a translator as well as listings of NETA members and their languages. They also offer a job posting service for translations, which is then sent out to their membership base.

Massachusetts Medical Interpreters Association (MMIA)

750 Washington Street
NEMC Box 271
Boston, MA 02111-1845
Phone: (617) 636-5479
Fax: (617) 636-6283
E-mail: info@mmia.org
Website: <http://www.mmia.org>

MMIA is a professional organization of interpreters, interpreter trainers and health care facility interpreter coordinators, working on issues of accreditation, standards, and training. An informative quarterly newsletter and annual conferences are some of the member benefits.

National Council on Interpreting in Health Care (NCIHC)

1217 Sunset Avenue
Santa Rosa, CA 95407
Fax: (707) 541-0437
E-mail: info@ncihc.org
Website: <http://www.ncihc.org>

NCIHC a multidisciplinary organization based in the United States whose mission is to promote culturally competent professional health care interpreting as a means to support equal access to health care for individuals with limited English proficiency.

The NCIHC's goals include: 1) Establishing a framework that promotes culturally competent health care interpreting, including standards for the provision of interpreter services in health care settings and a code of ethics for interpreters in health care. 2. Developing and monitoring policies, research, and model practices; 2) Sponsoring a national dialogue of diverse voices and interests on related issues; and 3) Collecting, disseminating and acting as a clearinghouse on programs and policies to improve language access to health care for limited-English-proficient (LEP) patients.

The NCIHC website offers many working papers to answer the questions: What should the role of an interpreter be? How do you test interpreters when no certification test is available? What models exist for providing language access services?

NCIHC also offers a listserve to NCIHC members where participants can raise issues, ask questions, share information and resources and network with each other around topics related to medical interpretation and access to health-care services for limited-English-proficient persons.

NATIONAL AND INTERNATIONAL ADVOCACY

Consulate of Mexico

20 Park Plaza, Suite 506
Boston, MA 02116
Phone: (617) 426-4181, (617) 426-8782, ext. 201
Toll Free Number→1-800-601-1289
Fax: (617) 695-1957
E-mail: cmxboston@conversent.net
Website: <http://www.sre.gob.mx/boston/>

The Mexican Consulate in Boston covers Maine and its services include: Providing Mexican nationals with such documents as passports, consular ID's, and other travel documents, certificates of military service, birth and marriage certificates, etc. The Consulate also acts as notary public, issuing "Power of Attorney Documents" to be used in Mexico. In Maine, teachers are brought from Mexico during the summer in order to assist school districts that serve the children of Spanish-speaking migrant workers. The Consulate provides assistance to Mexican nationals in relation to labor, immigration and other issues and periodically visits those communities where significant numbers of Mexican Nationals live. With the support of the "Program for Mexican Communities Living Abroad" sporting, educational and cultural activities are undertaken, including donations of Spanish language textbooks and the promotion of "Study Circles" for adults.

Farmworker Justice

1010 Vermont Avenue NW, suite 915
Washington, D.C. 20005
Phone: (202) 783-2628
Fax: (202) 783-2561
E-mail: mailto:fj@nclr.org
Website: <http://www.fwjjustice.org/>

FJF is a litigation and advocacy organization based in Washington D.C. that represents migrant and seasonal farm workers around the nation. FJF advocates for farm workers in the courts, states and federal administrative agencies, occupational health and safety, immigration status, and women's rights.

FJF also provides direct training of farmworkers on several critical topics including: leadership development, HIV/AIDS prevention and related issues. Working with community-based organizations, primarily in the U.S.-Mexico border region, farmworkers who have been trained by FJF as *promotores de salud* (lay health educators) have provided HIV/AIDS prevention training to thousands of their peers.

Línea Nacional Sobre la Violencia Domestica / National Domestic Violence Hotline

P.O. Box 161810

Austin, TX 78716

Phone: Toll Free Hotline→1-800-799-7233

Administrative Services: (512) 453-8117

TTY: 1-800-787-3224

Bilingual Counselors (Spanish-English) available 24 hours a day, 365 days a year. Assistance is also available in over 140 languages through interpreter services. Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals to agencies in all 50 states, Puerto Rico and the U.S. Virgin Islands.

National Center for Farmworker Health

Contact: Gina Lombardi, E-mail: lombardi@ncfh.org

1770 FM 967

Buda, TX 78601

Phone: (512) 312-2600

Call for Health toll-free line→1-800-377-9968 (9:00am – 5:00pm Central Time)

E-mail: info@ncfh.org

Website: <http://www.ncfh.org/>

The National Center for Farmworker Health (NCFH) is a private, not-for-profit corporation located in Buda, Texas whose mission is "to improve the health status of farmworker families through appropriate application of human, technical, and information resources." They provide information services and products to a network of more than 500 migrant health center service sites in the United States as well as other organizations and individuals serving the farmworker population.

NCFH offers a "Call for Health" toll free phone line for financial assistance and referrals for migrant workers (1-800-377-9968). Call for Health assists providers, who serve the farmworker population in accessing health care services through information, referral resources and financial aid. Call for Health also provides financial assistance for health care as a last resort and once all other local resources have been exhausted. In providing financial assistance, the Call for Health program will: 1) Refer patients to the closest health care provider 2) Assist each family with a maximum of \$600 per year—as funds are available, 3) Negotiate reduced rates with private providers—through sliding fees and Medicaid rates. The Call For Health program will not pay for cosmetic treatment or over-the-counter medication.

TRAINING

Bridge The Cultural Gap Today Multicultural Institute

Contact: Dr. Bernice Magnus-Brown

299 Shaw Hill Road
Hampden, ME 04444
Phone: (207) 862-2689

Center for the Study and Prevention of Hate Violence

Stephen L. Wessler, Director

62 High Street
Portland, ME 04101
Phone: (207) 780-4756
Fax: (207) 780-5698

The work of the Center is dedicated to increasing our understanding of hate violence and most critically, our ability to prevent it. The Center has three objectives:

Develop and implements hate crime prevention curricula and programs.

Coordinate the work of practitioners of hate violence prevention programs with the work of academics and researchers who study the causes and effects of hate violence.

Develop and encourage increased research, writing teaching and dialogue on the history, causes, and prevention of hate violence.

Cross Cultural Health Care Program

270 S. Hanford St., Suite 100
Seattle, WA 98134
Phone: (206) 860-0329
Fax: (206) 860-0334
E-mail: dickb@xculture.org
Web Site: www.xculture.org

Through a combination of cultural competency trainings, interpreter trainings, research projects, community coalition building, CCHCP serves as a bridge between healthcare institutions and communities to ensure full access to quality healthcare that is culturally and linguistically appropriate. Books & Videos to purchase.

Fox Intercultural Consulting Services

Contact Person: Suzanne Fox, President

239 Foreside Road
Falmouth, ME 04105

Phone: (207) 781-6020
E-mail: sfox5@maine.rr.com

Fox Intercultural Consulting Services is a cross-cultural training and consulting firm focused on helping businesses, individuals, educational institutions and local communities develop a multicultural and global approach. FICS believes that establishing, developing and maintaining long term global relationships is critical to success. FICS provides the cross-cultural awareness, global communication skills and country specific background so participants are fully prepared for the cultural differences they may encounter at home or abroad. Specific programs include: Strategies for Effective Cross-Cultural Communication, China Briefings, South Korea Briefings, America for the Non-American, Cross-Cultural Issues in Patient Care. Programs can be custom designed based on specific needs.

Harvard Program in Refugee Trauma

Keith McInnes, M.S., Program Evaluator

22 Putnam Avenue
Cambridge, MA 02139
Phone: (617) 876-7879
E-mail: kmcinnes@hppt.harvard.edu

The Harvard Program in Refugee Trauma (HPRT) at Harvard Medical School and Harvard School of Public Health is a policy, training, and research organization which seeks to improve the mental health of refugees and persons affected by mass violence or natural disasters. Created in the 1980's, HPRT's first large scale intervention was in the Cambodian refugee camps. HPRT has been training primary care and mental health providers in the diagnosis and treatment of persons with stress related disorders due to war and mass violence.

HPRT is affiliated with the Indochinese Psychiatry Clinic at Beth Israel Deaconess Medical Center that provides mental health care to a culturally diverse group of clients.

Holocaust Human Rights Center of Maine (HHRC)

Contact: Jacqueline Littlefield

PO Box 4645
Augusta, ME 04330-1644
Phone: (207) 993-2620
E-mail: hhrc@juno.com
Website: <http://204.117.43.2/hhrc/hhrc.htm>

The Mission of the Holocaust Human Rights Center is to: educate about the holocaust, to advocate for human rights and dignity, and to celebrate diversity.

The Center's goal is to teach the lessons that can be learned from the Holocaust about what can happen when basic human rights are destroyed. Through education, the

Center works to reduce prejudice and to create an environment of acceptance and well being among all of Maine's people.

Immigration & Refugee Service of America

Contact: Madelyn C. Leeke, Esq., IRSA Training Center Director

1717 Massachusetts Ave., NW, Suite 200

Washington, DC 20036

Phone: (202) 797-2105

Fax: (202)347-2576

E-mail: mleeke@irsa-uscr.org

Website: www.refugeesusa.org

The Alliance was initiated in 1996 to provide a national collaborative response to the mental health needs of recently arrived refugees. We work together with resettlement and mainstream service providers and refugee leadership across the United States to strengthen the responsiveness of services to the special needs of refugees. In 1999, the Alliance grew to six member agencies, all with extensive experience in direct service and training delivery.

On-Site Trainings and Workshops and consultations tailored to each agency's needs. Workshops for community agencies to increase coordination of services to refugees on topics such as:

- Refugee mental health
- Cultural backgrounds of newly arrived groups
- Integrating resettlement and mental health services
- Models for using interpreters
- Working with natural support systems and indigenous healers

John Jenkins Academy of Personal Development

John Jenkins, President

PO Box 7205

Lewiston, ME 04243-7205

Phone: (207) 783-3413

Fax: (207) 782-2200

E-mail: healthkick@healthkickusa.com

John Jenkins - PepTalk.com

P.O. Box 7205

Lewiston, Maine 04243-7205

Phone: (207) 783-3413

E-mail: peptalk@peptalk.com

Program: "Inspired To Be GREAT!(c) - Beyond Diversity, Creating Community"
Have a great day!

Former Mayor of Lewiston, and a powerful speaker, Building Community One Person At A Time.

June Thornton-Marsh, LCSW

44 Main Street, Suite 201
Waterville, ME 04901
Phone: (207) 877-9430
E-mail: jthornt@gwi.net

Transracial adoption consultation, advocacy and support for people of color, clinical support (counseling) for people of color, training to providers that address racism, white privilege and cultural competency.

The Language Exchange, Inc

Valerie Guillet, President

P.O. Box 4833
Portland, Maine 04112
Phone: (207) 772-0405, Toll free: 1-888-772-0405
Fax: (207) 221-1207
Email: language@maine.rr.com
Web site: www.immersionprograms.com

Interpreting for business meetings, conferences, etc. in various languages.

The Language Exchange, Inc. is the largest multi-service translation and language instruction company in Maine. Founded in 1992 and based in Portland ME, The Language Exchange provides a broad range of language-related services to individuals, private businesses, and government agencies statewide and, increasingly nationally and abroad. These are approximately ten on-site language instructions and a multitude of on-call translators across the country. Of special interest to the local community are the adult and children language courses, tailored to skill level and learning capabilities. The Language Exchange offers children's language camp, monthly language seminars (in addition to weekly classes) for both beginners and advanced students and social events geared toward improving language skills. In addition to offering dynamic and intensive language instructions (including French, Spanish, German, Italian, Russian, Japanese, Chinese, Swedish, Polish, and Portuguese) the Language Exchange also offers services in high quality translation and interpretation to the medical, legal, corporate, and international community. Another division of the Language Exchange focuses on overseas immersion programs, including intensive language courses in Provence, Italy, Rio de Janeiro, and Martinique.

Valerie Guillet, President of The Language Exchange, is a certified translator for both French and Spanish, has taught foreign languages and cultural immersion for the past 10 years, and developed a series of training programs in inter-cultural settings.

**Maine Speakout Project
Community Counseling Center**

Project Coordinator: Pam McCann

43 Baxter Blvd. Portland, ME 04101

Phone: (207) 874-1030

TTY: (207) 874-1043

Fax: (207) 874-1044

E-mail: pmccann@commcc.org

Website: <http://www.mainespeakout.org/>

Maine Speakout Project was organized in 1995 to create a society that is inclusive and respectful of people of differing sexual and gender orientations by providing opportunities for non-divisive dialogue.

Matthew Ward Associates, LLC

92 Exchange Street

Suite 302

Portland, Maine 04101

Phone: (207) 828-1160

Fax: (207) 828-1161

E-mail: mattward@matthewwardassociates.com

MWA designs specialized training in cultural competence, civil rights compliance, refugee and immigration issues and foreign language interpreter and translator issues.

Nolan Thompson, LCSW

Phone: (207) 780-4073 (Day), 772-1855 (Evening)

E-mail: thompson@usm.maine.edu

Diversity presentations @ schools on hate, language, diversity and stereotype.

Maine Families with Children from Asia (MeFCA)

c/o Barbara Clark

280 Blanchard Road

Cumberland, ME 04021

Portland contact: Christine Kukka

Phone: (207) 883-1133
Bangor contact: Retha Berube
Phone: (207) 825-3643

Workshops and panel discussions that explore the unique racial, cultural, medical and adoptive issues that adoptive families face in Maine.

The Museum of African Tribal Art

Contact: Oscar Mokeme

122 Spring St., #1
Portland, ME 04101
Phone: (207) 871-7188
Fax: (207) 773-1197

Workshops customized to a wide variety of audiences: students, mental health professionals, case managers, religion/spiritual leaders, etc. utilizing the art and artifacts in the museum.

Explore, examine and experience the richness and depth of the ancient and modern African Art and Culture. Study the use of sculptures and masks in dance, rituals, psychology, spirituality, and in every aspect of life.

National Association of Social Workers – New York City Chapter

Undoing Racism Workshop & Related Articles→Website:

<http://www.naswnyc.org/diversity.html>

NCBI International

National Coalition Building Institute

1120 Connecticut Ave. NW suite 450
Washington, D.C. 20036
Phone: (202) 785-9400
Fax: (202) 785-3385
E-mail: nciinc@aol.com
Web-site: www.ncbi.org

Founded in 1984 by Cherie R. Brown, NCBI International and its many chapters have made a tremendous impact in communities throughout the United States, Canada, England, and Switzerland. NCBI's mission is to train leaders to initiate diversity programs, take principled and courageous stands, and enter the heat of emotional group conflict and build bridges, and model being a fierce ally for all groups. NCBI teaches principled leadership skills for challenging times. A recent feature on ABC's national news referred to NCBI as "a diversity program that works."

NCBI - Maine Chapter

Diane G. Gilman, Director

1199 Old Stage Road

Woolwich, ME 04579

Phone: (207) 882-8022

Fax: (207) 882-9077

Website: www.ncbi.org

Since the founding of the Maine chapter in 1987, over 5000 people have attended NCBI/Maine workshops in schools, colleges, universities, corporations, churches, women's groups, and community-based organizations. These include Bowdoin College, Catholic Charities, UNUM, Coastal Community Action Programs, the City of Portland, Shaw's Supermarkets, Maine Lesbian/Gay Political Alliance, and Portland Partnership, to name a few.

NCBI/Maine develops teams of leaders who take principled and courageous stands to create safe, welcoming, and equitable environments for all people through programs in prejudice reduction and conflict mediation, and by developing collaborative partnerships. NCBI/Maine believes that real change cannot occur through single event workshops, but only through a process of ongoing training and support offered at our monthly meetings and through the creation of work-site teams. Trainers and members continue to challenge themselves and provide support for each other to dismantle the patterns of prejudice which limit them, so that they can become strong allies and activists initiating real change and reconciliation.

Passport to Africa

Contact: Brigitte Ndikum-Nyada

45 Nazarene Dr., Augusta, ME 04330

Phone: (207) 621-0501

Email: BriAfrique@aol.com

Native of Cameroon & a Certified Educational Technician. Discover African music, dance, choreography, culture, folktales, storytelling, creoles, embroidered clothing & hats, costumes, scarves, jewelry, crafts, painting and foods. Catering service available - delicious West African dishes for any occasion.

Penobscot School

Mac Deford, President

Contact: Patti Luchetti, Office Manager

28 Gay Street

Rockland, ME 04841

Phone: (207) 594-1084

Fax: (207) 594-1067

E-mail: info@languagelearning.org
Website: www.languagelearning.org

Language School offering on-site foreign language classes and immersion experiences abroad for English speakers. English language immersion sessions for held in Rockland for foreign students. Not an interpreting service.

Training and Development Corporation

Jack Frost, Farmworker Job Training Project Manager

248 State Street, Suite 3A

Ellsworth, ME 04605

Phone: 1-800-371-7543, (207) 664-2300

E-mail: jfrost@tdc-usa.org

TDC has operated the Department of Labor's National Farmworker Jobs Program since 1977. Eligible migrant and seasonal farm-workers receive career planning and guidance. TDC can provide financial support for educational courses, tuition, books and tools. Supportive services are also available for transportation and childcare. Customers get the support they need to break the seasonal survival cycle and dependence on subsidized assistance.

GAY, LESBIAN, BISEXUAL & TRANSGENDER RESOURCES

Alliance for Sexual Diversity
St. Joseph's College of Maine
278 Whites Bridge Road
Standish, ME 04084

All Maine Transgender (AMT)
PO Box 145
Brewer, ME 04412
Ph: 947-1686

Aroostook County Action
Program-Health 1st
PO Box 1116
Presque Isle, ME 04769
Ph: 768-3058 or 768-3022
E-mail: cbohls@acap-me.org

Bangor Pride Committee
PO Box 566
Orono, ME 04473
Ph: 990-4426, 942-7681
E-mail: jim@maineguide.com

BiNNE (Bi Northern New England)
PO Box 7934
Portland, ME 04112
E-mail: owner-binne@rulesthe.net

Gay Straight Alliance
c/o Bowdoin College
E-mail: bgsa@bowdoin.edu

Common Circle For Human Rights
RR 1 Box 3160
Freedom, ME 04941
Ph: 589-41

CURE
PO Box 100
Edgecomb, ME 04556
Ph: 882-6848

Dignity/Maine
PO Box 8113
Portland, ME 04104
Ph: 646-2820
E-mail: rananis@maine.rr.com

Downeast Integrity
PO Box 355
Bar Harbor, ME 04609
Ph: 288-5362

Equality Maine
Maine Lesbian Gay Political Alliance
PO Box 1951
Portland, ME 04104
Ph: 761-3732, 1-800-55M-LGPA FAX: 761-8484
E-mail: mlgpa@mlgpa.org
www.equalitymaine.org

Advocacy for the lesbian, gay, bisexual, and transgender community through legislation, education, and outreach

Local Services

G & L Community Services Center Northern Maine
PO Box 990
Caribou, ME 04736
Ph: 498-2088, 1-800-468-2088

Gay & Lesbian Advocates & Defenders
PO Box 218
294 Washington Street #740
Boston, MA 02108
Ph: (617) 426-1350, (617) 426-3594, 1-800-455-GLAD
E-mail: mbonauto@glad.org
Web site: www.glad.org

Lesbian, Gay, Bisexual, and Transgendered Collection
Jean Byers Sampson Center for Diversity in Maine
University of Southern Maine Libraries
314 Forest Ave.
P.O. Box 9301
Portland, ME 04104-9301
Ph: 780-4269
E-mail: bocks@usm.maine.edu

Gay/Lesbian/Bi/Friends Alliance
11 Hills Beach Road-UNE
Biddeford, ME 04005

GLBTQIA Resources, USM
135G Woodbury Ctr.
PO Box 9300
Portland, ME 04104
Ph: (207) 780-5767 FAX: (207) 780-4463, TTY: (207) 780-5646
E-mail: glbtqa_resource_center@yahoo.com
Website: <http://www.usm.maine.edu/glbtqa>

GLSEN
PO Box 516
Mount Desert, ME 04660
Ph: 244-3837
E-mail: rees909@midmaine.com

GLSEN Downeast Maine
PO Box 373
Ellsworth, ME 04605
Ph: 667-2358
E-mail: rees909@midmaine.com

GLSEN Southern Maine
4 Cross Street
So. Portland, ME 04106
Ph: 775-0173
E-mail: beparsons@aol.com

Greater Farmington
Gay OK!
54 Main Street
Farmington, ME 04938

Harbor Masters
PO Box 4044 Station A
Portland, ME 04101
Ph: 771-2045
E-mail: harbormasters@yahoo.com

Houlton Men's Group
RFD 1 Box 318
Houlton, ME 04730

Ph: 532-2835

Integrity
22 Chapel Street
Augusta, ME 04330
Ph: 622-6631

Lesbian Health Project of Southern Maine
102 Webster Road
Freeport, ME 04032
Ph: 865-0467
E-mail: nannic@javanet.com , taniajo@ime.net

Mabel Wadsworth
Lesbian Health Project
HC77, Box 162
Hancock, ME 04640
Ph: 422-6545
E-mail: daphnec@prexar.com
And/or

Mabel Wadsworth
Women's Health Center
362 Harlow Street
PO Box 918
Bangor, ME 04402
Ph: 947-5337

Maine Bisexual People's Network
PO Box 10818
Portland, ME 04104
Ph: 879-2613

Maine Civil Liberties Union updated 6/27/06

Shenna Bellows, Executive Director

401 Cumberland Ave., Suite 105
Portland, Maine 04101
Phone: (207) 774-5444
Fax: (207) 774-1103
E-mail: info@mclu.org
Website: www.mclu.org

The Maine Civil Liberties Union works to advance and preserve civil liberties of Maine people through litigation, advocacy, public education and lobbying. The MCLU provides legal representation regardless of ability to pay to those whose constitutional rights to free speech, religion, due process, or equal protection under the law have been

violated. The MCLU provides legal assistance to people who have experienced discrimination in employment, housing, public accommodation (for example, a restaurant or a doctor's office), education, or credit. For people with limited English proficiency, this may include failure to provide interpreter or translation services.

Example of illegal discrimination against minorities include:

- Failure to hire a person because of gender, national origin, sexual orientation, race, or religion.
- Refusal to rent to a person because of gender, national origin, sexual orientation, race, or religion.
- Racial profiling by the police.

Maine Gay Men's Chorus
PO Box 10391
Portland, ME 04104
Ph: 770-4847, 797-9270
Web site: www.maineaymenschorus.org

Maine Gender Resource & Support Group
PO Box 1894
Bangor, ME 04402
Ph: 862-2063
E-mail: megree@tds.net

Maine LeGaL
PO Box 11150
Portland, ME 04104
E-mail: wsandstead@aol.com

Maine Safe Schools Coalition
54 Main Street
Farmington, ME 04938
E-mail: bjkpma@aol.com

Maine Speakout Project
Community Counseling Center
343 Forest Avenue
Portland, ME 04101
Ph: 207-874-1030
Project Coordinator: Jen Hodsdon
email at jhodsdon@commcc.org

Speakout has developed an effective collaboration between individuals of diverse political persuasions, religious affiliations, and sexual orientations who share a

commitment to civil rights and equality. Training volunteers speak to any group or workplace interested in learning more about GLBT issues.

Maine Speakout Project/Penobscot
1608 County Road
Milford, ME 04461
Ph: 827-3609
E-mail: stearns@maine.edu

MAINELY MEN
PO Box 278
Stillwater, ME 04489

Man2Man
PO Box 2038
Bangor, ME 04402
Ph: 990-2095, 1-800-429-1481

Circle of Hope Metropolitan Community Church
P.O. Box 1671
Portland, ME 04104
Phone: 1-888-362-1155
Website: www.circleofhopemmc.org

National Assn of Social Workers
Sexual Minorities Committee
73 Deering Street
Portland, ME 04102
Ph: 780-6068
E-mail: fbbrooks111@aol.com

Northern Lambda Nord
PO Box 990
Caribou, ME 04736
Ph: 498-2088, 496-3215

Northern Lights MCC
RFD 3
Vassalboro, ME 04330
Ph: 621-2658

OUT on MDI
PO Box 367
SW Harbor, ME 04679

Outreach Institute of Gender Studies
126 Western Avenue Suite 246
Augusta, ME 04330
Ariadne Kane, Director

Outreach Institute of Gender Studies
405 Western Avenue #345
S. Portland, ME 04106
Ph: 775-0858
Outright, Downeast
25A Pine Street
PO Box 5114
Ellsworth, ME 04605
Ph: 667-3506
E-mail: dean@downeast.net

Outright, Bangor
c/o E.M.A.N.
PO Box 2038
Bangor, ME 04402
Ph: 990-3626, 1-800-429-1481
E-mail: AIDSNTWKEDUC1@aol.com
Web: www.maineaidsnetwork.com/outright

Outright, Central Maine
One Weston Court
Augusta, ME 04330
Ph: 621-6393, 623-3404
E-mail: coastaloutright@yahoo.com

Outright, Coastal Maine
9 field Street
PO Box 956
Belfast, ME 04915
Ph: 338-6330, 1-800-207-4064
E-mail: coastaloutright@yahoo.com

Outright, Lewiston/Auburn
145 Lisbon Street
PO Box 7738
Lewiston, Me 04243
Ph: 786-2717
E-mail: outright_LA@hotmail.com

Outright, Portland
PO Box 5077

Portland, ME 04101
Ph: 828-6560, 1-888-567-7600
E-mail: outright@outright.org

Outspoken
c/o College of the Atlantic
105 Eden Street
Bar Harbor, ME 04609
Ph: 288-5015

PFLAG - Bangor
36 East Street
Bangor, ME 04401
Ph: 990-3626
E-mail: C35269@aol.com

PFLAG - Brunswick
72 Woodside Road
Brunswick, ME 04011
Ph: 725-6390
E-mail: shodgdon@blazenetme.net

PFLAG - Ellsworth
302 Winkumpaugh Road
Ellsworth, ME 04605
Ph: 667-5621
E-mail: tamara@panax.com

PFLAG - Portland
PO Box 8742 Portland, ME 04104
Ph: 774-3441
E-mail: PFLAGPORTLANDME@aol.com

Prevention Works
145 Lisbon St., Suite 304
Lewiston, ME 04240
Ph: 786-4697, 786-2717
E-mail: prevntnwrks@ghi.net

Rainbow Business and Professional Association
"Maine's Gay Chamber of Commerce"
Web Site: www.rbpa.org
Ph/Fax: 775-0077

R.E.A.D.I.
c/o U of Maine-Farmington - Student Life

111 South Street
Farmington, ME 04938
Ph: 778-7483
E-mail: dhiggins@maine.edu , readi@umf.maine.edu

Radical Faeries: Pine Tree Circle
PO Box 251
Belfast, ME 04915
Ph: 236-4823

Religious Coalition Against Discrimination
27 Middle Street
Topsham, ME 04086
Ph: 729-4643

Religious Coalition Against Discrimination
122 Neal Street
Portland, ME 04102
Ph: 774-5212, 775-5758

Seacoast Outright
PO Box 842
Portsmouth, NH 03802
Ph: (603)431-1013

SOLO
Pownal, ME 04069
Ph: 688-4737
E-mail: kwilson@maine.rr.com

Southern Maine PRIDE
135 Marginal Way #113
PO Box 9715
Portland, ME 04104-5015
Ph: 650-8219, 893-2550
Web Site: www.southernmainepride.org

Symposium Forever, Inc.
Hallowell, ME 04247
Ph: 626-3312, 622-1077

Transcare 2000
Marty M Hagglund RN,C, Mental Health Nursing
Ph: 582-8779
email: martyrnc@earthlink.net
www.Transcare2000.com

A Maine based organization providing nursing services to transgendered people. Services include: web site, educational seminars, on-line web community, referrals, group facilitation, and social support group meeting in Augusta. All services provided by a registered nurse. Recently listed in National Register's Who's Who. Transcare2000 works towards human rights for all Transgendered persons with Equality Maine.

Transgender Advocacy
758 College Road
Lewiston, ME 04240
PJ Mears, Director
Ph: 783-4630
E-mail: pjmears@megalink.net

TransSupport
PO Box 17622
Portland, ME 04101
Web-site: members.tripod.com/TransSupport

TransSupport Group
PO Box 424
Old Orchard Beach, ME 04064
Ph: 934-0934

TransSupport Group
62 State Street #21
Portland, ME 04101
Ph: 774-7029
E-mail: Godisblue@aol.com

USM SAFE Zone Project
PO Box 9300
185 Woodbury Campus Center
Portland, ME 04104
Ph: 780-4942

Waldo County Committee for Social Action
PO Box 130
Belfast, ME 04915
Ph: 338-6809

Western Mountains Men
PO Box 268
Farmington, ME 04938
Ph: 778-6550

Wilde-Stein
UMO
5748 Memorial Union
Orono, ME 04469

Women In Harmony
PO Box 5136 Station A
Portland, ME 04101
Ph: 688-4737

Workplace Equity Project
MCLU
233 Oxford St.
Portland, ME 04101
Ph: 774-5444

NATIONAL “CULTURALLY SPECIFIC” GLBT ORGANIZATIONS

National Black Lesbian and Gay Leadership Forum
1714 Franklin Street, Suite 100-140
Oakland, CA 94612
510-302-0930

The Deaf Gay and Lesbian Center (DGLC)
DGLC was established in March 1992, by the Deaf Counseling, Advocacy, and Referral Agency (DCARA) and the United Way of San Francisco to serve the needs of the Deaf and hard-of-hearing gay, lesbian, bisexual, and transgender communities.

The Deaf Queer Resource Center
www.deafqueer.org
A web-based resource for the deaf lesbian, gay, bisexual, and transgender community

AQU25A:
Asian and Pacific Islander Queer and Questioning, 25 and Under All Together is a group about and run by young queer and questioning Asians and Pacific Islanders (A&PIs) who are aged 25 years and under. AQU25A holds drop-in groups on the first, third and last Wednesdays of the month, 7:00p-9:00p. The group serves as a safe space for young people to hang out. www.aquanet.org Denise Tang, Associate Director of Community Services @ 415.292.3420 x323.
It is affiliated with the Asian & Pacific Islander Wellness Center, located at 730 Polk Street between Ellis and Eddy streets (one block east of Van Ness Avenue) in San Francisco's Tenderloin District. 415.292.3400. www.apiwellness.org

ACCEPT Program
Hmong-American LGBT Youth Support Group serves LaCrosse, WI area GLBT youth, including Minnesota (608) 781-5744 or (608) 792-3723 (800) 657-6864

Youth Resource
Web-based information for LGBT youth of color, including Native American, African American, Latino(a), and Asian/Pacific Islander-American
www.youthresource.com

Trikone
A San Francisco-based non-profit organization for lesbian, gay, bisexual, and transgendered people of South Asian descent.
www.trikone.org

LLEGÓ,
The National Latina/o Lesbian, Gay Bisexual & Transgender Organization is a national nonprofit organization devoted to organize Latina/o Lesbian, Gay, Bisexual and Transgender (LGBT) communities on a local, regional, national and international level,

addressing the need to overcome social, health, and political barriers faced due to sexual orientation, gender identity and ethnic background.

1420 K Street, NW, Suite 400, Washington, DC 20005tel 202.408.5380

Blackstripe

A web-based resource for lesbian, gay, bisexual, and transgender individuals of African descent. www.blackstripe.com

Gay and Lesbian Arabic Society (GLAS)

An international organization established in 1988 in the USA with worldwide chapters that serves as a networking organization for Gays and Lesbians of Arab descent or those living in Arab countries. The organization strives to promote positive images of Gays and Lesbians in Arab communities worldwide, in addition to combating negative portrayals of Arabs within the Gay and Lesbian community. www.glas.org

LEGAL RESOURCES

Civil Rights Unit Education & Enforcement
Office of Attorney General
6 State House Station
Augusta, ME 04333-0006
Contact: Thomas A. Harnett
Ph: 626-8897 (V), 626-8865 (TTY), 287- 3120 (Fax)
E-mail: thomas.harnett@maine.gov
Contact: Det. Margie Berkovich
Ph: 822-0497
E-mail: Margie.berkovich@maine.gov
Website: www.state.me.us/ag/civilrights/enforcement.html

Enforces the Maine Civil Rights Act, a civil statute that authorizes the Attorney General to seek restraining orders against persons who commit violence, threat of violence of property damage motivated by bias on race, color, religion, ancestry, national origin, gender, physical or mental disability or sexual orientation. Assistant Attorney Generals from throughout the office handle civil rights cases. The office also trains and certifies Designated Civil Rights Officers most of the police departments in the state - municipal, city, state and college campus. The Designated Civil Rights Officers have the responsibility for identifying hate crimes and bias incidents, reporting those matters to the Attorney General and coordinating any resulting investigations. The Civil Rights Team Project is a school based preventative program to reduce the incidence of bias-motivated harassment and violence in schools.

Immigrant Legal Advocacy Project (ILAP)

Contacts: Beth Stickney, Sue Roche

309 Cumberland Ave., Suite 201
PO Box 17917
Portland, ME 04112

Phone: (207) 780-1593, 1-800-497-8505

Fax: (207) 699-2313

E-mail: info@ilapmaine.org

Web-site: <http://www.ilapmaine.org>

ILAP is Maine's only nonprofit legal aid agency assisting low-income non-citizens, and their U.S. citizen family members, with immigration law and related legal issues. Through ILAP's Immigration Clinic, ILAP offers attorney consultations, immigration application assistance, and brief intervention to resolve minor immigration

Maine Human Rights Commission

Patricia E. Ryan, Executive Director

51 State House Station

Augusta, ME 04333-0051

Phone: (207) 624-6050

TTY: 1-888-577-6690

Fax: (207) 624-6063

E-mail: Questions about filing a charge can be e-mailed to: Sheila.Pierce@maine.gov

Website: <http://www.maine.gov/mhrc/>

The Maine Human Rights Commission is the State agency charged with the responsibility of enforcing Maine's anti-discrimination laws. The Commission receives and investigates complaints of unlawful discrimination in employment, housing, education, access to public accommodations, extension of credit, and offensive names.

The Maine Human Rights Act specifically prohibits discrimination on the basis of national origin. For example, if someone is treated differently, delayed or denied equal services because of their language or culture, that may be discrimination. The Commission will attempt to resolve those complaints to the mutual satisfaction of all who are involved and will pursue a remedy in court when alternative solutions have failed.

A charge must be filed within 6 months of the date of discrimination. Charges may be filed in person or by mail by filling out a form provided by the Commission. The Commission will not accept charges by FAX or at its internet address. A charge must be sworn to under oath before a Notary Public or other person authorized by law to administer oaths.

Pine Tree Legal Assistance

Nan Heald, Executive Director

88 Federal Street

Portland, ME 04112

Phone: (207) 774-8211 (a voice mail system in English, Spanish, Somalian, Serbo-Croatian, Cambodian, Vietnamese, Arabic, French, and Russian)

TTY: (207) 828-2308

Fax: (207) 828-2300

Website: www.ptla.org, www.helpmelaw.org, www.kidslegal.org,
also useful reference guides at: www.ptla.org/immigrants/english/ or
www.ptla.org/immigrants/espanol/index-html

39 Green Street
Augusta, ME 04330
Phone: (207) 622-4731
TTY: 623-7770

61 Main Street
Bangor, ME 04401
Phone: (207) 942-8241
TTY: 207-942-1060

373 Main Street
Presque Isle
Phone: (207) 764-4349
TTY: 207-764-2453

88 Federal Street
Portland ME 04112
Phone: (207) 774-8211
TTY: 207-828-2308

37 Park Street Suite 401
Lewiston, ME 04240
Phone: (207) 784-1558

1 School Street
Machias, ME 04654
Phone: (207) 255-8656
TTY: 207-255-6179

KIDS Legal (a special project serving low-income children around the State) - Staff based in Pine Tree offices in Portland and Bangor

Native American and Migrant Farmworker Units - Staff based in Pine Tree offices in Bangor, Machias and Presque Isle

Phone: 1-800-879-7463

Phone: 1-866-624-7787 or 774-8246

Pine Tree is a statewide non-profit organization that provides free legal assistance to low-income individuals with civil legal problems, especially involving domestic violence, government benefits, housing and other basic necessities. Pine Tree services are provided by a trained and experienced staff around the State, some of who are bilingual, and it prioritizes cases involving individuals who are unable to effectively advocate for themselves because of LEP or disability. It operates special units providing outreach and services to Native Americans and migrant farmworkers described below. It also provides legal education and self-help materials, some of which are available in Spanish and other languages from local offices or on the Pine Tree website at <http://www.ptla.org>

Examples of these services include the following;

- Domestic violence involving an LEP victim or child;
- Housing discrimination against someone based on race or nationality;
- Substandard housing, evictions and other problems involving LEP tenants;
- Help with government notices and hearings for LEP consumers
- Education questions for ESL students/families;
- Representation in tax disputes with the IRS for ESL and LEP taxpayers;
- Help with medical care issues for LEP consumers (especially MaineCare)
- Consumer questions for LEP consumers, including predatory mortgage loans;

Farmworker Unit of Pine Tree Legal Assistance

61 Main Street, Room 41

Bangor, ME 04401

Phone: Toll-Free from anywhere in the U.S. or Canada→1-800-879-7463

(207) 942-0673

Fax: (207) 942-8323

Specializes in providing free legal services to agricultural workers. Services are available to eligible farm workers whether they are migrants or reside in Maine.

- Disputes with your employer
- Denial of public benefits
- Substandard worker housing
- Workplace injury
- Wage violations
- Tax questions
- Questions about unemployment insurance
- Medical care
- Inadequate drinking water or sanitary facilities at work or in worker housing
- Discrimination complaints
- Domestic violence

The Native American Unit of Pine Tree Legal

61 Main Street, Room 41

Bangor, ME 04401

Phone: Toll-Free from anywhere in the U.S. or Canada→1-800-879-7463

(207) 942-0673

Specializes in providing free legal services to financially-eligible Native Americans living in Maine and Connecticut. In addition to a wide range of services, the Unit is especially interested in providing help with civil legal problems related to the client's status as native American, including:

- Discrimination on the basis of Native American status
- Problems with Jay Treaty/border crossing issues
- Indian Religious Freedom Act
- Indian Child Welfare Act

NATIVE AMERICAN

NATIVE AMERICAN

Who are the Wabanaki People? The Wabanaki ... the People of the Dawn Land ... and their ancestors have lived in what is now Maine and Maritime Canada for over 11,000 years. It was not until the early 1600s that Europeans came to live in the territory inhabited by an estimated 32,000 Wabanaki. Today, there are approximately 5,500 Wabanaki people living in Maine. They are from four tribes: the Passamaquoddy Tribe, based in Washington County at Sipayik (Pleasant Point) and Motahkokmikik (Indian Township); the Penobscot Indian Nation, based at Indian Island on the Penobscot River; the Houlton Band of Maliseets; and the Aroostook band of Micmacs.

As a result of the Settlement Act, two of these Tribes ... the Passamaquoddy Tribe and the Penobscot Indian Nation ... have a unique relationship with the State of Maine. It was agreed that these Tribes would have authority over their own internal matters on their reservations, as well as continue the trust relationship with the Federal Government that had been recognized during the 1970s.

FOUR MAINE TRIBES - IN BRIEF

The following articles are excerpted from Rural Connections, Summer/Fall 1995, in partially abridged form from the work of Harold E. L. Princ, a former professor of anthropology at Colby College. His permission is gratefully acknowledged.

PASSAMAQUODDY

The Passamaquoddy (meaning "Pollack Spearing Place") have two reservations in Maine. Sipayak (Pop. 560) is established at Pleasant Point Reservation, a 225 acre promontory in Passamaquoddy Bay. Motahkokmikuk (pop. 550) is located fifty miles inland, in Indian Township, a 23,000 acre forest reservation located on the Schoodic Lakes chain. Since 1900, the tribe has grown from 460 to about 2,500 members, about half of whom live on the reservations. Membership is based on birth, but adoption is possible for those with at least one-quarter Indian blood.

Each reservation has a biennially elected government, consisting of governor, lieutenant governor, and a six member council. The supreme governing body is the sixteen-member Joint Tribal council, which is co-chaired by governors from both reservations. The Joint Tribal Council makes decisions that concern the tribe as a whole. A non-voting tribal representative at the Maine State Legislature is chosen alternately between the two reservations.

In 1820 when it gained statehood, the State of Maine became the tribe's guardian, enforced all its laws on the reservations, approved any changes in the operation of tribal government, and dispatched an Indian agent to oversee elections. In 1823, the tribe gained non-voting representation to the Maine Legislature. In 1953, the State of Maine permitted the tribe to vote in state elections. The Department of Indian Affairs acted as trustee to the tribe from 1965 - 1980, when the state was replaced by the federal government as trustee.

Sipayik traditionally depended on the sea ... and later specialized in commercial basketry for the nearby sardine fishery. Motahkokmikuk relied more on hunting and trapping ... By 1960, many of the Passamaquoddy people began to abandon the reservations to escape growing economic and cultural poverty leaving only some 300 at Sipayik and 200 at Motahkokmikuk.

In 1972, the Passamaquoddy Tribe undertook a massive land claim against the state (Passamaquoddy v. Morton). The immediate circumstance was the discovery that the state had sold or leased off some 6,000 acres at Indian township. The historic land claim resulted in the complex 1980 Maine Indian Claims Settlement Act. Under this act the Passamaquoddy received \$13.5 million from the federal government in compensation and an additional \$26.5 million to purchase 150,000 acres as trust land.

Today, in addition to their reservation lands, the Passamaquoddy have purchased 134,000 acres of trust land, including 1,000 acres adjacent to Pleasant Point, 6,000 acres of blueberry barrens and forest located northwest of Indian Township, in western Maine along the Quebec border. They have had considerable success with capital investments (Dragon Cement Plant, Northeastern Blueberry Farms). They run a high stakes bingo operation, own two radio stations and operate a cable television program. They also own a lucrative patent on a scrubber designed to control coal emissions that cause acid rain.

Once eligible for federal funding and services, the Passamaquoddy's annual budget mushroomed from a few thousand dollars to about \$4 million. With new offices, a health center, primary school, and modern homes to replace old shanties, tribal government has become the largest and best paying employer. New housing and free health care have lured many members back to the reservation. New work opportunities have lowered unemployment from about 80 to 30 percent.

PENOBSCOT

The Penobscot Indian nation is headquartered on the Indian Island Reservation (315 acres), near Old Town, Maine. Penobscot (from Panawahpskek) translates as "where the rocks spread out". This tribe owns about 200 islands in the Penobscot River, between Old Town and Medway and up both the east and west branches of the river to Chesunkook Lake and Mattagamon Lake. It also holds large tracts of trust land (55,000 acres) in Penobscot County, and at Alder Stream in western Maine, plus fee-simple lands (38,000 acres), including part of Carrabassett Valley near Sugarloaf ski resort.

Its democratic government, which calls for biennial elections of governor, lieutenant governor, and a (non voting) tribal representative to the Maine legislature, was established following the death of their last life-chief in 1870. It also includes an elected Tribal Council of twelve members, serving (staggered) four year terms, plus a police force, tribal court, and a primary school. In 1954, Penobscots obtained the right to vote in state elections.

Penobscot numbers have grown drastically this century, from 389 in 1910 to 1,984 in 1991. Although 60 percent live in Maine, only 25 percent live on the reservation. Tribal membership is based primarily on birth, but can also come through adoption, provided one possesses at least one-quarter Indian blood. While there are still some “full-blood” Penobscots alive today, over half the tribe is between one quarter and one half blood quantum.

In 1920 the tribe came under control of the new State of Maine, which gained custody of all of the tribe’s holdings. An Indian agent, appointed by the governor, was charged with running tribal affairs. In 1833 Maine sold about 100,000 acres of the tribe’s remaining hunting lands, leaving them with less than 5,000 acres.

Since land loss thwarted traditional subsistence patterns, nineteenth century Penobscots turned to farming or seasonal wage labor as loggers, river-drivers, and hunting guides. Many became artisans, making baskets, canoes, moccasins, snowshoes, and knick knacks. In part to enhance craft sales on the home front, the tribe began promoting the reservation as a tourist attraction in the 1920's, holding elaborate Indian pageants with special costumes and dances. Increasingly, Penobscots also found employment in the local canoe factory, or in the region’s lumber, shoe, or textile industries.

In 1972 the Penobscots joined their Passamaquoddy neighbors’ land claim against the state. In 1980, the tribe voted to settle their land claims in the Maine Indian Claims Settlement Act, which gave the Penobscot Reservation all the powers of a municipality. While allowing a considerable measure of jurisdiction to the State of Maine, it retained many powers over internal tribal matters. The Penobscots received \$40.3 million in this settlement.

The tribe operates its own audio-cassette manufacturing plant on Indian Island. The plant provides employment opportunities for more than 150 people, many of who are Penobscots. It had contributed to lowering unemployment from 35 percent to 15 percent.

MALISEET

The Houlton Band of Maliseet (pop. 554) is a federally recognized tribe governed by an elected Tribal Council (chair plus six members), serving staggered four-year terms. With seven bands in Canada, it forms the Maliseet Nation (pop. 3000). Aboriginal

Maliseet lands are divided by the Northeast United States - Canada Boundary, but the 1794 Jay Treaty gives them free border crossing rights.

In the 1870's, when logging and potato farming transformed the region, several Maliseet-hunting families settled along the Meduxnekeag River on the edge of Houlton. Without a reservation, the small community was frequently forced to relocate, until settling at "hungry hill" above the town dump. Women worked as house cleaners while men did mill work, odd jobs, and some hunting and fishing. Both genders also made baskets and picked fiddle-heads to survive.

In 1970, Maliseets and other off-reservation natives formed the Association of Aroostook Indians to improve their social situation and to gain recognition for their Native rights. In 1973, they won access to services through Maine's Department of Indian Affairs. One component group, newly incorporated as the Houlton Band of Maliseets, gained inclusion in 1980 Maine Indian Land Claims Settlement Act as the sole successor of the Maliseet Nation in the United States. While various unaffiliated Maliseet families in the region were not included and remain without benefits of formal Indian status, this "tribe" received \$900,000 to buy up to 5,000 acres of trust land plus entitlement to federal services, funding for housing, and loan guarantees for economic development.

Despite federal recognition, they remain fully subject to state jurisdiction and must make payments in lieu of property taxes. Since 1988, they own a new tribal center built on their own land (800 acres) near Houlton.

MICMAC

Located in northern Maine, the Aroostook Band of Micmacs (pop. 482) gained federal recognition of its tribal status in 1991. Together with 28 other bands, all of which are based in Canada, it forms part of the Micmac Nation (pop. 25,000). They have free border crossing rights guaranteed under the 1794 Jay Treaty. Traditionally a migratory people subsisting on hunting and fishing, the Micmacs have been allied with the Penobscot, Passamaquoddy, and Maliseet in the Wabanaki Confederacy since the seventeenth century. Until recently, they formed a landless and scattered community.

Their subsistence was primarily based on crafts and seasonal labor. More than half are at least "half-blood" and still speak the native language. In 1970, with other reservation natives, they formed the Association of Aroostook Indians (AAI) to combat poverty and discrimination. Lobbying for their native rights, they gained state recognition of their tribal status in 1973, becoming eligible for Maine's Department of Indian Affairs (DIA) services. Due to inadequate resources, documentation of the Micmac history in Maine was not available when the state's other tribes participated in the 1980 settlement of the Maine Indian land claims.

After dissolving the AAI, the band incorporated the Aroostook Micmac Council in 1982, headquartered in Presque Isle. It is governed by a biannually-elected president, and eight-member board of directors. It formed a successful mail-order basketry business and sponsored a documentary film about their community.

In 1991, with scholarly and legal support, it persuaded the federal government to pass the Aroostook Band Micmac Settlement Act. It provides not only acknowledgment of its tribal status, entitling members to certain federal benefits and services, but also a \$900,000 land acquisition fund to purchase 5,000 acres (trust lands), as well as a \$50,000 property tax fund. As a result the band and its lands now have the same status as other Maine tribes, and their lands accorded federal recognition under the terms of the Maine Indian Claims Settlement Act of 1980.

TRIBAL DIRECTORY

Micmac

Aroostook Band of Micmacs

Tribal Administration Office
7 Northern Road
Presque Isle, ME 04769
Phone: (207) 764-1972, 1-800-355-1435
Fax: (207) 764-7667
Website: <http://www.micmac-nsn.gov/>

The Aroostook Band of Micmacs holds its tribal election every two years. The election takes place on the second Tuesday in May on every odd year. Each position; Chief, Vice-Chief and all Members of Council are elected at each election.

Chief: William Phillips, bphillips@micmac-nsn.gov
Vice Chief: Steven Phillips, sphillips@micmac-nsn.gov
Treasurer: Cheryl Smart, csmart@micmac-nsn.gov
Secretary: Katie Espling, kespling@micmac-nsn.gov
Council Members: Victoria Higgins, vhiggins@micmac-nsn.gov
Blanche Jewell, bjewell@micmac-nsn.gov
Wesley Miller, wmiller@micmac-nsn.gov
Mary Sanipass, msanipass@micmac-nsn.gov
Fred Getchell, fgetchell@micmac-nsn.gov
Sheila McCormack, smccormack@micmac-nsn.gov
Census: Julie Miller, Band Clerk

Micmac Health Department

John Ouellette, Director jouellette@micmac-nsn.gov
8 Northern Road
Presque Isle, Maine 04769
Phone: (207) 764-7219, Toll Free in Maine→1-800-750-1972
Fax: (207) 764-7768

The Micmac Health Department is home to their Family Clinic; Contract Health; Community Health; Environmental Department; Behavioral Health and our Fitness Center. Also included in this building is the Administrative Staff; Health Director, Administrative Assistant and Tribal Planner. The Youth Department, although not housed within the Micmac Health building, is a subdivision of the Health Department.

Pigunji'jg/Little Feathers Head Start Program

Rick Getchell, Director

3 Northern Rd
Presque Isle ME 04769
Phone: (207) 768-3217
E-mail: rgetchell@micmac-nsn.gov

Little Feathers Head Start was established to promote the importance of education, as well as, the parent's investment in the families continued educational/social experience while incorporating the Micmac culture and beliefs. The Micmac culture is integrated into the entire Head Start curriculum. This is done with a variety of activities, some of which include language, songs, stories, crafts, dancing and drumming. Pigunji'ig/Little Feathers Head Start is federally funded for a maximum of twenty (20) children. Enrollment will be open to all children who will be three (3) by October 15 of the school year, four (4) and five (5) years old. Enrollment will be pending approval of the Head Start Policy Council and meeting criteria.

Maliseet

Houlton Band of Maliseet Indians (HMBI)

Tribal Administration Office
88 Bell Road
Littleton, ME 04730
Phone: (207) 532-4275, 1-800-564-8524
Fax: (207) 532-2660
Website: <http://www.maliseets.com/>

Tribal sovereignty has long been an important issue for the Houlton Band, a degree of which has been reached through legislation by the Federal Government. The governmental structure of the Tribe consists of a six (6) member Council plus one (1) elected as Tribal Chief. The leaders are chosen by the membership through an election process. The Tribal Chief serves a four (4) year term, while the Tribal Council members serve four (4) year, staggered terms.

Tribal Council established a 501(c)(3) organization called the Maliseet Development Corporation. This non-profit organization helps to plan, initiate, and manage economic development projects for the Tribe, enabling them to become self-sufficient. The Tribal Council also established a for-profit corporation, the Maliseet Gardens Incorporated, in order to further solidify the financial future of the Band, and foster and enhance the efforts of the Maliseet Development Corporation. Maliseet Gardens Inc. was instrumental in developing and creating a multi-million dollar commercial / residential rental property located in downtown Bangor, Maine. HMBI also employs a Tribal Planner and Economic Developer to attain the economic goals set by the Tribal Council.

Tribal Chief: Brenda Commander
Exec. Director: Linda McGee
Census Clerk: Sarah Tomah, Phone: (207) 532-4275

HMBI Health Center

Contact: Sue Desiderio

88 Bell Road, Suite 2

Littleton, ME 04730

Phone: (207) 532-2240 x 32 or Toll-free→1-800-640-2266

Fax: (207) 532-2242

E-mail: healthdir@maliseets.com

The HMBI Health department provides an array of health services to tribal members. The department has a doctor and a nurse practitioner who conduct medical appointments two days a week. Other services that are provided include: the Transportation Department, Contract Medical Care (arranges appointments and payments for outside services), Community Health Representatives and a Registered Nurse, Diabetes Program, Youth Program Coordinator, Substance Abuse Counselor, Behavioral Health Counselor, Domestic Violence Response Program, and the Maliseet Wellness Center.

HMBI Domestic Violence Response Program

Jane Root, Program Director

88 Bell Road, Suite 2

Littleton, ME 04730

Phone: Office: (207) 532-2240 ext 28 or 1-800-640-2266

HOTLINE→ 207-532-6401 (Confidential Line) M-F 8-4 or 207-694-1353 (Cell Phone) 24/7

Fax: (207) 207 532-2402

Email: end.domestic.violence@maliseets.com

The mission of HMBI Domestic Violence Response Program is to effect change within our Tribal community where equality, respect and nonviolence become cornerstones of all relationships. The HMBI Domestic Violence Response Program is dedicated to ending domestic violence by assisting victims in regaining personal safety and control of their life, ensuring accountability of batterers within the Tribal law enforcement and judicial systems, and promoting peaceful relations in our Tribal families and community.

The HMBI Domestic Violence Response Program offers:

- Unconditional/CONFIDENTIAL Support
- Emergency Shelter
- Assistance in securing safe housing and related assistance
- Women's Support Group
- Assistance in filing for Protection Orders, Custody, Divorce
- Advocate accompaniment/support to all court proceedings.
- Advocacy in expressed interests

- Information and resource referral

Direct services are available to any member of a Federally Recognized Indian Tribe who resides in Aroostook County. Advocacy is available to all victims of domestic abuse

HMBI Indian Child Welfare Department

Betsy Tannian, Director

Phone: (207) 532-7260, (207) 532-6393

Fax: (207) 532-9100

Cell: (207) 694-0213

E-mail: icwa@maliseets.com

The "ICWA" Department grew as a direct result of the Indian Child Welfare Act, legislated in 1978 to meet the needs of Native Families. The purpose of the ICWA Program is to ensure Indian Child Welfare compliance with State agencies. ICWA strives to utilize the extended family of the biological parents when engaging services.

HMBI Housing Authority

Aaron Greenlaw, Director

Phone: (207) 532-7637/9140

Fax: (207) 532-7638

E-mail: agreenlaw@maliseets.com

HMBI Social Services Department

<mailto:icwa@maliseets.com> Susanna Wright, Director of HMBI Social Services

Phone: (207) 532-7260, Toll-free→1-800-532-7280

E-mail: ssdir@maliseets.com

Social Services programs include a food pantry, LI-Heap & weatherization services, child care, general assistance, a clothes closet, homemaker services, transportation, B.T.I.O. and other miscellaneous assistance.

Penobscot

Penobscot Indian Nation

Tribal Administration Office / Community Building

12 Wabanaki Way

Indian Island, ME 04468

Phone: (207) 827-7776
Fax: (207) 827-6042
Website: <http://www.penobscotnation.org/>

Chief: Kirk Francis
email address: kfrancis@penobscotnation.org, Phone: (207) 817-7350
Vice Chief: Dennis Pehrson
Email address: dpehrson@penobscotnation.org, Phone: (207) 817-7308
Census: Linda Socoby, Tribal Clerk, Phone: (207) 817-7351

Penobscot Nation Boys and Girls Club

Carla Fearon, Director

Phone: (207) 817-7355

The Penobscot Nation Boys and Girls club strives to inspire and enable young people and their families, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible, and caring citizens. Their programs include a wide range of activities, ranging from a computer and technologies lab, cultural activities, food and nutrition, study assistance, and a physical education and activity program.

Ruth Attean Davis Health Center

Patricia E. Knox-Nicola, Director

23 Wabanaki Way
Indian Island ME 04468
Phone: (207) 817-7400
Fax: (207) 827-5022
E-mail: msettles@pnhd.nashville.his.gov

The Penobscot Nation Health Department is located on Indian Island in Old Town, Maine. The goal of the Penobscot Nation Health Department is to provide readily available, comprehensive, quality care to members of the Penobscot community, the Penobscot Nation, and other eligible persons. The Health Department is funded through various local, state, and federal grants and contracts. A wide range of services is available including family medical care, family planning, prenatal, pharmacy, medical laboratory, dental, community health, home health care, nutrition counseling, health promotion and disease prevention, diabetes control and prevention, mental health counseling, substance abuse counseling and prevention, and environmental health services. In addition, special contract health services are available to those who meet the eligibility criteria. All of the services at the Penobscot Nation Health Department are free to eligible persons.

Penobscot Nation Department of Human Services

Erlene Paul, Director

12 Wabanaki Way
Indian Island, ME 04468
Phone: (207) 817-7492
Fax: (207) 827-2937
E-mail: ncharley@penobscotnation.org

The Department of Human Services, established 20 years ago, presently provides a broad range of social services, including Child & Family Services, Elders Nutritional & Supportive Services, Heating Assistance, and Child Care Services.

Passamaquoddy

The Passamaquoddy Tribe in the United States are represented by the Joint Tribal Council of the Passamaquoddy Tribe, with separate councils at the Pleasant Point and Indian Township Reservations. The Passamaquoddy homeland spans the U.S.-Canadian border, and there are still many members of the Passamaquoddy tribe that live on the other side of the St. Croix river in Canada. Thus, the Passamaquoddy also have a tribal chief and council in Canada known as the "St. Croix/Schoodic Band."

Joint Tribal Council

The Joint Tribal Council is the governing body for the Passamaquoddy Tribe. The Tribe has separate governing bodies at two reservations (Pleasant Point and Indian Township). Each respective reservation governing body consists of one tribal governor, one lieutenant governor and six tribal council members. These separate governing bodies come together to meet as the Joint Tribal Council. At this level the JTC is responsible for administration of Tribal government on behalf of the whole tribe.

Joint Council Office: (207) 796-2301
Joint Tribal Council Administrator: Rep. Fred Moore III, E-mail:
representativemoore@passamaquoddy.com

Indian Township Passamaquoddy Reservation

Indian Township Tribal Office

P.O. Box 301
Princeton, ME 04668
Phone: (207) 796-2301
Fax: (207) 796-5256
Website: <http://www.passamaquoddy.com/>

Governor: Governor William Nicholas email address:
williamnicholas@passamaquoddy.com
Lt. Governor: Joseph Socabasin, E-mail: ltgovsocobasin@passamaquoddy.com
Census/Clerk: Janet Neptune E-mail: janetneptune@passamaquoddy.com

Indian Township Health Center

Bonita Marble, Acting Director

P.O. Box 97
Princeton, ME 04668
Phone: (207) 796-2321
Fax: (207) 796-2422

Pharmacy; medical, dental, and mental health services; WIC appointments; the Mawamkapsine Substance Abuse Program; and the Wonahkik program with recreational activities for kids. For additional social services, please call the Indian Township Tribal Office.

Pleasant Point Passamaquoddy Reservation

Pleasant Point Tribal Office

P.O. Box 343
Perry, ME 04667
Ph: 853-2600, 853-6039 (Fax)
Website: www.wabanaki.com

Chief Doyle , Phone: (207) 853-2600, x225 e-mail: rick@wabanaki.com
Lt. Governor: Lt. Governor Thomas Lewey email address: thomas@wabanaki.com
Phone: (207) 853-2600, x281
Tribal Clerk: Jackie Nicholas, Tribal Clerk, Phone: (207) 853-2600, x254
E-mail: jackie@wabanaki.com
Census: Marla Dana, Census Department Acting Director
P.O. Box 301
Perry, Maine 04667
Phone: (207) 853-2600, x274
Fax: (207) 853-6039

Pleasant Point Passamaquoddy Education Department

Administrator/Manager: Jean-Marie "Mim" Stanley

Phone: (207) 853-2600, ext. 266
Fax: (207) 853-6039
E-mail: PrincessM@wabanaki.com

The primary mission of the Pleasant Point Passamaquoddy Tribal Education Program is to assist eligible tribal members with financial assistance in obtaining higher education and training. This is seen as essential to the social and economic development of the Passamaquoddy Tribe: low educational aspirations and attainment have been a major contributor to the historical problems of high unemployment, substance abuse, and low incomes among tribal members. Assistance to individual tribal members to further education beyond the primary and secondary levels is expected to confer many different benefits upon the tribe, and the least is which is a more highly-skilled and stable labor force.

The Pleasant Point Passamaquoddy Tribal Education Program seeks to accomplish the mission through the provision of financial assistance to individual tribal members. The intent of the Program is to bridge the gap between financial aid provided by the school or other public and private sources and the actual financial needs of tribal members.

The BIA Scholarships Program is to be performed under contract between the Bureau of Indian Affairs and the Pleasant Point Passamaquoddy Tribe. The Passamaquoddy Tribe will administer the Scholarship Program. The BIA Scholarship/Higher Education Program will provide financial assistance (Unmet Need) to eligible tribal members attending an accredited institution.

The Adult Vocational Training Program is to be performed under contract between the Bureau of Indian Affairs and the Pleasant Point Passamaquoddy Tribe. To provide financial assistance to eligible tribal members who seek Adult Vocational Training.

Pleasant Point Housing Authority Office and Elderly Complex

Reuben (Clayton) Cleaves, Executive Director

Elders Way

Pleasant Point Reservation

Phone: (207) 853-6021

Fax: (207) 853-2368

E-mail: clayton@wabanaki.com

Additional Housing Services are also available through the Tribal Office Building. Contact Housing Services Coordinator at the tribal office for more information→Phone: (207) 853-2600

Pleasant Point Human Services Department

Mary B. Newell, Director

Passamaquoddy Tribe

P.O. Box 343

Perry, ME 04667

Phone: (207) 853-2600

Fax: (207) 853-9618

- **General Assistance:** This is designed to provide financial assistance to all eligible community members residing on the Pleasant Point Reservation. This program is designed to promote/foster personal growth, enhance family unity, economic, as well as, social stability, with a long range goal of self-sufficient and economic independence.
- **Child Welfare Assistance:** This component consists of financial assistance for foster children who have been removed from families due to abuse and neglect. Social Services places foster children as well as monitoring the placements. The Social Services Department as well as other related departments provide like services to the community and continue to provide the best services available to combat these problems.
- **Miscellaneous Assistance:** This component of the program is designed to address such needs as funeral, disaster, and emergency assistance to qualified Tribal members and their families who are not otherwise eligible for assistance from other agencies.
- **Family and Community Services:** The purpose of this program component is to effectively intervene in dysfunctional individual and family settings, in an attempt to establish effective and adequate coping mechanisms necessary, in order to begin to reduce and ultimately eliminate those behaviors that often times perpetuate generational dysfunctional behavior. The goal of the Social Services Department is to continue to combat this dysfunction, while working toward establishment of preventative activities that will impact future generations. All clients requiring additional services in regard to Mental Health issues, Alcohol and Substance Abuse issues are routinely referred to IHS services at the Pleasant Point Health Center. The department staff routinely refers all clients to any needed services regardless of the location of those services; to ensure that each client receives any and all services that may possibly be beneficial either for the individual or the family as a whole.

Passamaquoddy Peaceful Relations Domestic Violence Response Program

Nancy Lewey, Coordinator - nancy@wabanaki.com

Debra Newell, Domestic Violence Advocate – (207) 853-0644 ext 274

P.O. Box 343

Perry, ME 04667

Office Location: Wellness Building, Back Road, (next to the Health Center) Pleasant Point Reservation

Phone: 24 Hour Domestic Violence Hotline→ (207) 853-2613 (secure line)

Office→(207) 853-0644, ext. 555 or 274

Fax: (207) 853-6039

The mission of Passamaquoddy Peaceful Relations is to effect change within our Tribal community where equality, respect and nonviolence become cornerstones of all relationships. Passamaquoddy Peaceful Relations is dedicated to ending domestic

violence by assisting victims in regaining personal safety and control of their life, ensuring accountability of batterers within the Tribal law enforcement and judicial systems, and promoting peaceful relations in our Tribal community.

Passamaquoddy Peaceful Relations Services include:

- 24 hour telephone Hotline
- 24 hour Crisis Intervention
- Domestic Violence Information
- Confidential Emotional Support
- Safety planning
- Restore safety at home through door lock replacement
- Lending Library
- Secure Emergency Shelter
- Information and resource referrals
- Advocacy in expressed areas of interests
- Assistance with securing Protection From Abuse/Harassment Orders
- Transportation
- Accompaniment to Tribal/State Court
- Community Education

NON-PROFIT ORGANIZATIONS

Indian Women's Cultural and Resource Organization (Native American)

65 West St.
Indian Island, ME 04468
Phone: (207) 827-4624

Maine Indian Tribal - State Commission (Native American)

John Dieffenbacher-Krall, Executive Director

P.O. Box 186
Hudson, ME 04449-0186
Phone: (207) 394-2045
Fax: (207) 394-2045 (call ahead to arrange transmission)
E:mail: mitsced@midmaine.com

A nine-member inter-governmental commission created as part of the Maine Indian Claims Settlement Act of 1980. The Commission, among other things reviews the effectiveness of the Settlement and the Social economic and legal relationship between the State and the Passamaquoddy Tribe and the Penobscot Indian Nation.

Wabanaki Mental Health Association (WMHA)

187 Exchange Street (physical address)

33 State Street (mailing address)

Bangor, Maine 04401

Phone: (207) 990-0605, Toll-free: 1-888-291-4965 PIN # 3076

Fax: (207) 990-4784

TTY: TTY callers please use Maine Relay Service: 1-800-437-1220

E-mail: info@wabanaki.org

Website: www.wabanaki.org

Wabanaki Mental Health Association, NPC offers community support, case management, independent living skills, dual diagnosis counseling, intensive out-patient program day services, and HIV testing, counseling and information to adults and children with Tribal or Band enrollment in Penobscot, Piscataquis, Hancock and parts of Washington counties.

APPENDIX A: NATIONAL ORIGIN DISCRIMINATION IN HEALTH AND HUMAN SERVICES

Recipients of any Health & Human Services funds such as MaineCare, Medicare, and grants must comply with HHS regulations and laws.

Recipients include hospitals, doctor's offices, clinics, Head Start, adoption agencies, fuel assistance, mental health, substance abuse, homeless health clinics, school health clinics, school special education programs. Numerous laws and regulations address requirements for language access in health and human services:

- Title VI of the Civil Rights Act of 1964 (Applies to all recipients of federal funds)
- The Hill-Burton Act
- MaineCare Regulations
- Medicare Regulations
- Federal Categorical Grant Programs
- Emergency Medical Treatment and Active Labor Act.
- Language Access Laws
- State Civil Rights Laws
- Malpractice Laws (Absence of informed consent may constitute negligence)
- Accrediting Agency Regulations

THE BOTTOM LINE

HHS Office of Civil Rights (OCR) Resolutions and Compliance Agreements has consistently required these minimally acceptable language access policies:

The recipient of federal HHS funds shall:

- Offer qualified interpretation and translation services at no cost to limited English proficient (LEP) individuals.
- Develop written policies for anticipating and identifying the language needs of the population served and the process of obtaining interpreters.
- Assure these policies are disseminated to the staff.
- Assure staff have received training regarding the specific Title VI policies and cultural sensitivity.
- Assure LEP persons understand the provider's obligation to provide qualified interpreters at no cost to the LEP person by posting conspicuous signs in the current predominant languages of the area served at all points of contact and having staff point to the signs at the first contact with an LEP individual.
- Ascertain the language needs of LEP individuals at the earliest possible opportunity.
- Have a system for tracking LEP clients and client needs.

- Identify a single individual or department that is charged with ensuring the provision of language access services.
- Publicize the availability of no cost services in non-English community newspapers, radio, and television shows.
- Provide written notice to clients in their primary languages informing them of their right to receive interpretive services.
- Translate written materials into the predominant languages of the area served.
- Have ready access to and provide the services of qualified interpreters or a telephone interpreting service for face-to-face, telephone, and written contact with LEP individuals in a timely manner during hours of operation.
- Assure interpreters are qualified, i.e. (1) have had their language proficiency assessed in all languages interpreted. (2) have had training in the professional field of interpreting including ethics, confidentiality, and the terminology and concepts of the specific discipline such as mental health, medical, child protective etc...(3) have had their ability to interpret and translate (if written information is given to the client) to and from each language professionally assessed.
- Strongly discourage the use of untrained family, friends, and staff as interpreters for the obvious reasons of confidentiality and miscommunication of critical concepts and terminology.
- Assure minors will not be used as interpreters.

OCR regional offices have been mindful that Title VI imposes a duty on providers to furnish linguistically and culturally appropriate services to LEP individuals regardless of the size of the language group to which they may belong.

If you have a question or complaint about any of these services not being provided according to the contractual agreements with the federal government, contact the appropriate offices on the following pages.

Contacts for concerns or complaints about the Refugee Resettlement Program

PLEASE proceed through the proper channels. Send copies of written complaints to all of the following contacts to assure accountability.

Step 1

Contact: Sandy Hollett
 Refugee and Immigration Services
 Catholic Charities of Maine
 356 U.S. Route One
 Falmouth, Maine 04105
 Ph: 781-8550, 781-8560 (Fax)
 E-mail: shollett@ccmaine.org

Step 2

State Refugee Coordinator
Maine Department of Human Services
11 State House Station
Augusta, ME 04333-0011
Pierrot Rugaba
Ph: 287-5060, 287-5031 (Fax)
E-mail: pierrot.rugaba@maine.gov

Step 3

Contact the Federal State Department's "Reception and Placement" and the Office of Refugee Resettlement services. If you have a complaint about the initial 90 day "Reception and Placement" period in Maine, call and send a written complaint via certified mail directly to:

Elise Kleinwaks, Deputy Director of Refugee Admissions
State Department Bureau of Population, Refugees, and Migration
2401 E. Street NW Suite L-505, SAI
Washington, DC 20522-0105
Ph: 202-663-1056

If you have a complaint or question about refugee services provided through direct or indirect funds from the U.S. Department of Health and Human Services Office of Refugee Resettlement, telephone and send a certified written complaint to:

Ms. Lavinia Limon, Director
U.S. Department of Health and Human Services
Office of Refugee Resettlement
370 L'Enfant Promenade SW, 6th Floor
Washington, DC 20447
Ph: 202-401-9246

Mr. Tom Perez, Director
U.S. Department of Health and Human Services Office of Civil Rights
200 Independence Ave. S.W. 5th floor
Washington, DC 20201
Ph: 202-619-0403

APPENDIX B: NATIONAL ORIGIN DISCRIMINATION IN THE WORKPLACE

Title VII of the Civil Rights Act of 1964 protects individuals against employment discrimination on the basis of national origin, as well as race, color, religion, and sex. Under Equal Protection analysis, the Supreme Court has repeatedly recognized the inherent connection between one's primary language and one's national origin. (Hernandez v New York)

- If LEP employees cannot understand OSHA safety, health, wage and hour, Family Medical Leave Act and other important information because of a language barrier, it may be necessary for the employer to provide language assistance.
- The Equal Employment Opportunity Commission's definition of national origin discrimination includes cultural or linguistic characteristics of a national origin group.
- Speak English Only Rule- may violate Title VII unless the employer can show it is absolutely necessary for conducting business.
- Accent- Employer may be required to show a legitimate nondiscriminatory reason for the denial of employment because of an individual's accent or manner of speaking.
- Requiring employees or applicants to be fluent in English may violate Title VII if the reason is not related to job performance.
- Harassment on the basis of national origin- Ethnic slurs and other verbal or physical contact because of an individual's national origin creates an intimidating, hostile, or offensive working environment. Employers have the responsibility to maintain a workplace free of harassment and may be held responsible for the acts of non-employees who harass their employees at work.
- Immigration-Related Practices.

FILING A CHARGE

Equal Employment Opportunity Commission

Call 1-800-USA-EEOC

For More Information About LEP Employee Rights call:

1-800-255-7688

OSHA - Maine

Phone: (207) 941-8177

Maine Department of Labor

Phone: 1-800-794-1110

Office of Special Counsel for Immigration-Related Unfair Employment Practices U.S. Department of Justice

U.S. Department of Justice

Civil Rights Division

Office of Special Counsel for Immigration-Related Unfair Employment Practices

950 Pennsylvania Avenue, N.W.

Washington, D.C. 20530

Phone: (202) 616-5594

Toll Free Information Number and Worker Hotline: 1-800-255-7688, (202) 616-5525 or 1-800-237-2515 (TDD for hearing impaired)

Employer Hotline: 1-800-255-8155, 1-800-362-2735 (TDD for hearing impaired)

Fax: (202) 616-5509

E-mail: oscrt@usdoj.gov They make every effort to respond to emails that relate to the work of this office within 30 days. However, for immediate assistance, please call their employer hotline (1-800-255-8155) or worker hotline (1-800-255-7688).

Website: <http://www.usdoj.gov/crt/osc>

The Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), in the Civil Rights Division, is responsible for enforcing the anti-discrimination provisions of the Immigration and Nationality Act (INA), 8 U.S.C. § 1324b, which protect U.S. citizens and legal immigrants from employment discrimination based upon citizenship or immigration status and national origin, from unfair documentary practices relating to the employment eligibility verification process, and from retaliation. OSC provides pro bono representation, education, and community workshops for employers. OSC has a language interpreter service and is equipped to serve callers in all languages. Their website offers many informational materials in both English and Spanish.

APPENDIX C: NATIONAL ORIGIN DISCRIMINATION IN EDUCATION

Title VI

No recipients receiving funds from the U.S. Department of Education may discriminate on the basis of national origin. School districts have the responsibility to adequately notify national origin minority group parents of school activities and other information which is called to the attention of other parents. Such notice, in order to be adequate, may have to be provided in a language other than English. Examples of discrimination may include:

- Notices about disciplinary actions in English only.
- Report cards and progress reports in English only.
- Notices about meetings or extracurricular activities in English only.

To file a complaint or for further information contact:

The United States Department of Education Office of Civil Rights
Post Office Courthouse Building, Room 222
Boston, MA 02109
Jim McCormack
Ph: 617-223-9662

Department of Education Federally Mandated Special Education Procedures 34 CFR Parts 300 and 303

There is specific language throughout this federal statute requiring effective communication with LEP parents through the use of qualified interpreters and the translations of written material. One example is 300.345 Parent Participation:

This section explains the process for assuring LEP parents are informed participants in the process. Specifically; (e) Use of interpreters or other action as appropriate. The public agency shall take whatever action is necessary to ensure that the parent understands the proceedings at the IEP meeting, including arranging for an interpreter for parents with deafness or whose native language is not English.

**APPENDIX D:
NATIONAL ORIGIN DISCRIMINATION IN HOUSING (HUD)**

Housing Discrimination Hotline

Phone: 1-800-669-9777 (in English and Spanish)
TTY: 1-800-927-9275

Provides information for callers about Fair Housing rights and records consumer complaints of unfair treatment or discrimination.

FAIR HOUSING ENFORCEMENT CENTER AT THE HUD MASS. STATE OFFICE

Thomas P. O'Neill Federal Building
10 Causeway St.
Boston, MA 02222-1092
Ph: 1-800-827-5005
<http://www.hudclips.org/cgi/index.cgi>
<http://www.hud.gov/fhe/fheact.html>
<http://www.hud.gov/complaints/housediscrim.cfm>

MAINE STATE OFFICE OF HUD

202 Harlow St.
PO Box 1384
Bangor, ME 04402
Ph: 1-207-945-0467

Please report any Maine MaineCare provider who has discriminated against a non-English speaker whether or not the individual has MaineCare.

Date: _____

Brenda McCormick
Bureau of Medical Services
Provider Relations Unit
11 State House Station
Augusta, ME 04333

Dear Ms. McCormick,

I am a _____ person and I use _____. I was denied the services of a

(Country) (Language)
qualified interpreter by the agency _____, which is a
MaineCare Provider agency.

On _____, _____, an employee of the agency, told me that
they

(Date) (Name)
would not provide interpreting services to make my appointment for
_____ accessible, despite my request and an

(Service Type)
explanation of their requirement to do so under the Civil Rights Act of 1964. Instead,
they offered _____ which I informed them
was unacceptable to me.

I would appreciate any assistance you can provide in helping this agency understand
their obligation to provide effective communication with their clientele. Thank you.

Sincerely,

x _____ (signature)

Name:

Street:

Town:

Phone:

FEDERAL CONTACTS

United States Office of Refugee Resettlement

370 L'Enfant Promenade, 6th Floor
Washington, DC 20447
Phone: 202-401-9246
Contact for our region: Michelle Branch Brookins
Phone: 202-401-1466

Agency providing funding directly to Maine DHS and Catholic Charities of Maine for the Refugee Resettlement Program.

U.S. Department of Health & Human Services Office for Civil Rights

Region I

J.F. Kennedy Building Room 1875

Boston, Massachusetts 02203

Ph: 1-800-(617) 565-1343 (TTY), (617) 565-3809 (Fax)

Internet Address: www.os.dhhs.gov:80/progorg/ocr/ocrhmpg.html

If you believe discrimination has happened to you or anyone else because of race, color, national origin, age, sex, disability or religion by a health care or human services provider (such as hospitals, nursing homes, social service agencies, etc.), you or your representative may file a complaint with the Office for Civil Rights (OCR). Complaints usually must be filed within 180 days from the date of the alleged discriminatory act, though there may be rare exceptions to this rule. OCR may provide free technical assistance, investigate complaints, and attempt to reach voluntary compliance resolutions.

APPENDIX E: GLOSSARY

Acculturation: The process of adapting to another culture. To acquire the majority group's culture.

Alien: Every person applying for entry to the United States. Anyone who is not a U.S. citizen

Allopathic: Health beliefs and practices that are derived from current scientific models and involve the use of technology and other modalities of present-day healthcare, such as immunization, proper nutrition, and resuscitation.

Alternative health system: a system of healthcare a person may use that is not predicated within their traditional culture, but is not allopathic.

Assimilation: To become absorbed into another culture and to adapt its characteristics. To develop a new cultural identity.

Care: Factors that assist, enable, support, or facilitate a person's needs to maintain, improve or ease a health problem.

Culture: Non-physical traits, such as values, beliefs, attitudes, and customs that are shared by a group of people and passed from one generation to the next. A meta-communication system.

Culture shock: Disorder that occurs in response to transition from one cultural setting to another. Former behavior patterns are ineffective in such a setting and basic cues for social behavior are absent.

Demography: The statistical study of populations, including statistical counts of people of various ages, sexes, and population densities for specific areas.

Disadvantaged background: Both educational and economic factors that act as barriers to an individual's participation in health profession programs.

Discrimination: Denying people equal opportunity by acting on a prejudice.

Emerging majority: People of color-blacks, Asian/Pacific Islanders, American Indians, Eskimos, or Aleuts; and Hispanics-who are expected to constitute a majority of the American population by the year 2020.

Ethnicity: Cultural group's sense of identification associated with the group's common social and cultural heritage.

Ethnocentrism: Tendency of members of one cultural group to view the members of other cultural groups in terms of the standards of behavior, attitudes, and values of their own group. The belief that one's cultural, ethnic, professional, or social group is superior to that of others.

Ethnomedicine: Health beliefs and practices of indigenous cultural development which are not practiced in many of the tenants of modern medicine.

Faith: Strong beliefs in a religious or other spiritual philosophy.

Folklore: Body of preserved traditions, usually oral, consisting of beliefs, stories, and associated information of people.

Healing: Holistic or three-dimensional phenomenon that results in the restoration of balance or harmony, to the body, mind, and spirit; or between the person and the environment.

Health: A state of balance between the body, mind, and spirit.

Heritage consistency: Observance of the beliefs and practices of one's traditional cultural belief system.

Heritage inconsistency: Observance of the beliefs and practices of one's acculturated belief system.

Homeopathic: Health beliefs and practices derived from traditional cultural knowledge to maintain health prevent changes in health status and restore health.

Homeopathy: System of medicine based on the belief that a disease can be cured by minute doses of a substance that, if given to a healthy person in large doses, would produce the same symptoms that the person being treated is experiencing.

Illness: State of imbalance among the body, mind, and spirit; a sense of disharmony both within the person and with the environment.

Immigrant: Alien entering the United States for permanent (*or temporary*) residence.

Indigenous: People native to an area.

Medically underserved community: Urban or rural population group that lacked or lacks adequate health care services.

Melting pot: The social blending of cultures.

Metacommunication system: Large system of communication that includes both verbal language and nonverbal signs and symbols.

Modern: Present-day health and illness beliefs and practices of the providers with the American or Western health-care delivery system.

Multicultural nursing: Pluralistic approach to understanding relationships between two or more cultures in order to create a nursing practice framework for broadening nurses' understanding of health-related beliefs, practices, and issues that are part of the experiences of people from diverse cultural backgrounds.

Natural folk-medicine: Use of natural environment as well as herbs, plants, minerals, and animal substances to prevent and treat illness.

Nonimmigrant: People who are allowed to enter the country temporarily under certain conditions, such as crewmen, students, and temporary workers.

Pluralistic society: A society comprising people of numerous ethnocultural backgrounds.

Prejudice: Negative beliefs or preferences that are generalized about a group that may lead to "prejudgment."

Racism: The belief that members of one race are superior to those of other races.

Rational folk medicine: Use of the natural environment and use of herbs, plants, minerals, and animal substances to prevent and treat illness.

Raza-Latina: A popular term used as a reference group name for people of Latin American descent.

Religion: Belief in a divine or superhuman power or powers to be obeyed and worshiped as the creator(s) and ruler(s) of the universe.

Resident alien: A lawfully admitted alien.

Restoration: Process used by a given person to return to health.

Sexism: Belief that members of one sex are superior to those of the other sex.

Social organization: Patterns of cultural behavior related to life events, such as birth, death, child rearing, and health and illness, that are followed within a given social group.

Socialization: Process of being raised within a culture and acquiring the characteristics of the given group.

Spirit: The non-corporeal and non-mental dimension of a person that is the source of meaning and unity. The source of the experience of spirituality and every religion.

Spiritual: Ideas, attitudes, concepts, beliefs, and behaviors that are the result of the person's experience of the spirit.

Spirituality: The experience of meaning and unity.

Stereotype: Notion that all people from a given group are the same.

Superstition: Belief that performing an action, wearing a charm or amulet, or eating something will have an influence on life events. These beliefs are upheld by magic and faith.

Taboo: A culture-bound ban that excludes certain behaviors from common use.

Time: Duration, interval of time; also instances, or points in time.

Traditional: Ancient, ethnocultural-religious beliefs and practices that have been handed down through the generations.

Traditional epidemiology: Belief in agents-other than those of scientific nature, causing disease.

Undocumented alien: Person of foreign origin who has entered the country unlawfully by bypassing inspection or who has overstayed the original terms of admission.

Xenophobia: Morbid fear of strangers.

The above glossary is taken from:

Cultural Diversity in Health and Illness, 4th edition, (1996) by R.E. Spector, pages 357-363 "Selected Key Terms Related to Cultural Diversity in Health and Illness."

SEXUAL ORIENTATION GLOSSARY

This is by no means an exhaustive list and, since the modern English language is often changing, these definitions are subject to change. Many GLBTQA folks identify themselves in a variety of different ways, or choose not to identify themselves at all. If you have questions about terminology, please feel free to contact the Center for Sexualities and Gender Diversity and we they will do there best to help or find additional information.

Some Useful Definitions:

GLBTQ: These letters are used as shorthand for the gay, lesbian, bisexual, transgender, questioning and allied community. "I" for intersex and "A" for ally are often included in this "alphabet soup." A program dedicated to addressing the needs of this population is called Safe Zones.

Gay: The word gay is generally used to describe men who are romantically and sexually attracted to other men. It is sometimes used to refer to the general GLBTQ community, but most often refers to just gay men. There are many other terms used to refer to gay men, but much of the time they are derogatory, offensive, and often painful and should not be used (i.e. fag, etc.).

Lesbian: The word lesbian is generally used to describe women who are romantically and sexually attracted to other women. This term originated with the female poet Sappho who lived in a community comprised predominantly of women on the Isle of Lesbos in ancient Greece. There are many other terms used to describe lesbians, but much of the time they are derogatory, offensive, and often painful and should not be used (i.e. dyke, etc.).

Bisexual: The term bisexual is generally used to describe people who are romantically and /or sexually attracted to people of more than one sex or gender.

Sex & Gender: It is easy to confuse these two concepts and terms; however, they are different. Sex refers to the biological sex of a person. Gender refers to their societal appearance, mannerisms, and roles.

Transgender: The word transgender is an umbrella term used to refer to people who transcend the traditional concept of gender. Many feel as though they are neither a man nor a woman specifically, and many feel as though their biological sex (male, female, etc.) and their socialized gender (man, woman, etc.) don't match up. Some opt to change/reassign their sex through hormones and /or surgery and some change their outward appearance, or gender expression, through clothing, hairstyles, mannerisms, etc. Many people who identify as transgender feel as though they are confined in a binary system (male-female, man-woman) that does not match who they feel themselves to be. If we look at gender as a continuum and not an "either/or" concept, we have a better idea of understanding this issue.

Transvestite: More appropriately referred to as "cross-dressing," the term transvestite most often refers to males who dress in the clothing of women. The term drag usually refers to dressing in the clothing and styles of another gender for entertainment purposes.

Transsexual: Transsexual is used to describe those individuals who use hormone therapy and/or surgery to alter their sex.

Intersex: The word intersex refers to people who, on a genetic level, are not male or female. They are individuals whose sex chromosomes are not xx or xy, or who are born with ambiguous genitalia (hermaphrodites). Surgery performed in infancy or childhood, without informed consent, leaves some of these individuals feeling incomplete or altered. For more information, please refer to the web site for the [Intersex Society of North America](#).

Questioning: People who are in the process of questioning their sexual orientation are often in need of support and understanding during this stage of their identity. They are seeking information and guidance in their self-discovery.

Ally: An ally is an individual who is supportive of the GLBTQ community. They believe in the dignity and respect of all people, and are willing to stand up in that role.

Homosexual: The term heterosexual was created around the same time to describe individuals who are sexually attracted to the opposite sex/gender.

These words are still widely used, though they tend to perpetuate an “us versus them” mentality and a dichotomous sex/gender system.

Straight: The word straight is a slang word used to refer to the heterosexual members of our community.

Heterosexism and Homophobia: The term heterosexual refers to the assumption that all people are heterosexual and that heterosexuality is superior and more desirable than homosexuality. “Homophobia” is defined as “the irrational fear and hatred of homosexuals”. Both of these are perpetuated by negative stereotypes and are dangerous to individuals and communities.

Genderism: The term genderism refers to the assumption that one’s gender identity or gender expression will conform to traditionally held stereotypes associated with one’s biological sex.

Sexual Orientation: One’s sexual orientation refers to whom he or she is sexually or romantically attracted to. Some people believe that this is a choice (a preference) and others that it is innate (GLBT people are born this way).

Gender Identity: A person’s gender identity is the way in which they define and act on their gender. Gender Expression is how they express their gender.

Coming Out of the Closet: The coming out process is the process through which GLBTQ people disclose their sexual orientation and gender identity to others. It is a lifelong process. Coming out can be difficult for some because societal and community reactions vary from complete acceptance and support to disapproval, rejection, and violence. The Human Rights Campaign website has some good information and resources on coming out.

Queer: the term queer has a history of being used as a derogatory name for members of the GLBTQ (and Ally) community and those whose sexual orientation is perceived as such. Many people use this word in a positive way to refer to the community; they have reclaimed the term as their own. Not everyone believes this and sensitivity should be used when using or hearing it as there are still many negative connotations with its use.

Safe Zone: The Safe Zone is intended to visibly identify those individuals in the University community who are safe and supportive contacts (“allies”) for gay, lesbian, bisexual, transgender, and questioning students, faculty, and staff.

These definitions were assembled by Sarah Holmes (GLBTQA Resources Coordinator from 2000-2002) in Augusta 2000, revised by Andrew J. Shepard in November 2000, updated again by Sarah August 2002 and posted on the USM website, <http://www.usm.maine.edu/glbqtqa/definitions.htm> .

APPENDIX F: ADDITIONAL INTERNET RESOURCES

Resources for Cross-lingual Communication in the Absence of an Interpreter

<http://www.maine.gov/dhhs/bds/mhservices/MulticulturalResource/commguides.rtf>

Center for Cross-Cultural Health

www.crosshealth.com

Contains training and research relating to the role of culture in healthcare, as well as training and resources for health care providers and interpreters

The Cross Cultural Health Care Program

www.xculture.org

Training and Resources for health care providers and interpreters

Diversity Database

University of Maryland

www.inform.umd.edu/EdRes/Topic/Diversity/

Lists resources relating to cultural diversity and multiculturalism.

Diversity Rx (Resources for Cross-Cultural Health Care)

www.diversityrx.org

Dedicated to promoting cultural competence in an effort to improve healthcare standards for ethnically diverse communities.

Diversity Training University International

www.diversityuintl.com

Website offering courses to students interested in becoming “diversity trainers” teaching the topics of multiculturalism and diversity.

EthnoMed

www.ethnomed.org

Website offering a guide to ethnic medicine and culture specific information for Cambodian, Chinese, Eritrean, Ethiopian, Mexican, Somali, Vietnamese and others.

JAMARDA Resources

www.jamardaresources.com

Provides training and education in ethnic, religious, and cultural diversity for health care workers.

Office of Minority Health Resource Center

www.omhrc.gov

A division of the U.S. Department of Health and Human Services, website offers information on minorities and health care.

The National Resilience Resource Center

www.cce.umn.edu/nrrc/nativeamerican.shtml

The National Resilience Resource Center is honored to present the Native American Resources section of the NRRC website. Our goal is to capture the Indigenous voices that speak to the connection between culture and resilience, with premier articles on "cultural resilience" and information about related NRRC trainings.

The Provider's Guide to Quality and Culture

www.erc.msh.org/mainpage

S.P.I.R.A.L.

spiral.tufts.edu

A health resource for Asian Americans whose first language is not English. Dubbed SPIRAL for "Selected Patient Information Resources in Asian Languages," it is a Web site (<http://spiral.tufts.edu>), with detailed health information in seven Asian languages, specifically Chinese, Hmong, Khmer, Korean, Laotian, Thai and Vietnamese. It is a unique multi-language health information site because it is for both physicians and patients.

Segmented by language and by subject, a user - either a patient, doctor or other caregiver -- can search for documents in an Asian language on topics such as asthma, diabetes, nutrition, substance abuse, SARS and HIV/AIDS. A native speaker of an Asian language would go to the main web site, select his/her language, and then search for the information that was needed. Material is also provided in English so that an English-speaking physician or caregiver can see what patients are reading

www.Tolerance.Org - A project of the Southern Poverty Law Center

A great resource with inspiring articles and action steps you can take locally.

U.S. Citizenship and Immigration Services
(formerly INS – Immigration and Naturalization Services)
www.uscis.gov

Maine's French Communities/Le fait Francais au Maine Web Site
<http://www.francomaine.org>

LAC Franco-American Resources
<http://www.usm.maine.edu/lac/francoresources/>

www.lep.gov - Meaningful Access for People who are Limited English Proficient

LEP.gov promotes a positive and cooperative understanding of the importance of language access to federal programs and federally assisted programs. Resources for federal agencies, recipients of federal funding, and community individuals and organizations regarding their legal obligations as well as to how best to assist LEP individuals.

APPENDIX G: UPDATED 6/30/06
MAINECARE REIMBURSEMENT FOR INTERPRETERS
&
MAINECARE CODE OF ETHICS FOR INTERPRETERS

10-144 Chapter 101
MAINECARE BENEFITS MANUAL
CHAPTER I

| | | |
|----------|---|---|
| SECTION1 | GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES | Established: 7/1/79 Last Updated: 2/2/06 |
|----------|---|---|

1.06 COVERED AND NON-COVERED SERVICES
1.06-3 Interpreter Services

- i. Providers must ensure that MaineCare members are able to communicate effectively with them regarding their medical needs. MaineCare will reimburse providers for interpreters required for limited and non-English speaking members and/or deaf/hard of hearing members, when these services are necessary to communicate effectively with members regarding health needs. Interpreter services can only be covered in conjunction with another covered MaineCare service. Interpreter wait time is not covered.

- B. Family members or personal friends may be used as interpreters, but cannot be paid. "Family" means any of the following: husband or wife, natural or adoptive parent, child, or sibling, stepparent, stepchild, stepbrother or stepsister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent or grandchild, spouse of grandparent or grandchild or any person sharing a common abode as part of a single family unit.

Family members or friends, with the exception of those individuals under the age of 18, may be used as non-paid interpreters if:

1. requested by the member; and
 2. the use of this friend or family member does not compromise the effectiveness of services or violate the member's confidentiality; and
 3. the member is advised that an interpreter is available at no charge to the member.
- C. If a paid interpreter is hired, providers can select the interpreter. In addition, should the interpreter provide transportation to the member, MaineCare will not reimburse the interpreter for transporting the member while concurrently billing for interpreter services. All interpreter services must be provided in accordance with the Americans with Disabilities Act.

D. When providers request reimbursement for any interpreter services, the services must be included in the member record. Documentation must include a statement verifying the interpreter qualifications, date, time and duration of service, language used, the name of the interpreter, and the cost of performing the service.

E. Providers are responsible for ensuring that interpreters protect patient confidentiality and adhere to an interpreter code of ethics. Providers shall document that interpreters have provided evidence of having read and signed a code of ethics for interpreters equivalent to the model included as Appendix #1. This shall be deemed as compliance with this requirement.

F. Interpreter Codes

Providers must use the following code when billing for reimbursement for interpreters for both deaf/hard of hearing members, and for language interpreters required for non-English speaking members:

T1013 Sign language or oral interpreter services per fifteen minutes.

G. Interpreters for Deaf/Hard of Hearing Member

Providers of interpreter services must be licensed by the Maine Department of Professional and Financial Regulation as: Certified Interpreters/Translators, Certified Deaf Interpreters, Limited Interpreters/Translators, or as Limited Deaf Interpreters.

MaineCare will pay for two interpreters for deaf MaineCare members who utilize non-standard signing and request a relay interpreting team including a deaf interpreter, for whom signing is in his/her native language, working with a hearing interpreter.

Note: Any other codes for interpreter services for deaf/hard of hearing members currently listed in the specific service sections of the MaineCare Benefits Manual are no longer valid.

H. Language Interpreters

Providers may obtain language interpreter services either through local resources, national language interpreter services such as the "Pacific Interpreters, Language Line," or comparable services. Wherever feasible, local and more cost effective interpreter resources are to be used.

In all cases, the provider must include in the member's record the date and time of the interpreter service, duration, language used, and the name of the interpreter. For language interpreters required for non-English speaking members, providers must use:

ZA7* Interpreter services provided via documented use of Pacific Interpreters, Language Line, or equivalent telephone interpreting service, must be by report with copies of the invoice attached.

*Please Note: This code is subject to change and may be superseded by any appropriate code(s) released as part of the Healthcare Common Procedure Coding System (HCPCS).

I. Exceptions

Hospitals, private non-medical institutions, intermediate care facilities for people with mental retardation, and nursing facilities may not bill separately for either language or deaf/hard of hearing interpreter services. For hospitals, private non-medical institutions, ICF-MRs, and

nursing facilities, these costs will be allowable and are included in the calculation of reimbursement.

10-144 Chapter 101
MAINECARE BENEFITS MANUAL
CHAPTER I

SECTION1 **GENERAL ADMINISTRATIVE POLICIES AND PROCEDURES** Established: 7/1/79
Last Updated: 2/2/06

APPENDIX #1

CODE OF ETHICS FOR INTERPRETERS*

The following principles of ethical behavior are affirmed to protect and guide interpreters and transliterators, both for non-English speaking, and for hearing and deaf members. Underlying these principles is the desire to ensure for all the right to communicate.

This Code of Ethics applies to all interpreters and transliterators providing services to MaineCare members and reimbursed by MaineCare.

Interpreters/translitterators shall keep all assignment-related information strictly confidential.

Interpreters/translitterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.

Interpreters/translitterators shall not counsel, advise or interject personal opinions.

Interpreters/translitterators shall accept assignments using discretion with regard to skill, setting, and the members involved.

Interpreters/translitterators shall request compensation for services in a professional and judicious manner.

Interpreters/translitterators shall function in a manner appropriate to the situation.

Interpreters/translitterators shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.

Interpreters/translitterators shall strive to maintain high professional standards in compliance with the Code of Ethics.

I have read, understand and agree to abide by the Code of Ethics as stated above.

printed name

written signature

date

* Adapted from the Code of Ethics of the Registry of Interpreters for the Deaf (RID).

**APPENDIX H:
STATE OF MAINE JUDICIAL BRANCH
CODE OF ETHICS FOR COURT INTERPRETERS**

State of Maine Judicial Branch

**POLICY CONCERNING STANDARDS OF PROFESSIONAL CONDUCT FOR INTERPRETERS
PROVIDING SERVICES IN JUDICIAL PROCEEDINGS**

Effective January 1, 2005

I. INTRODUCTION

Many persons who come before the courts may be restricted in their ability to fully participate in the proceedings due to limited English proficiency, a speech impairment, hearing loss and/or deafness. It is essential that any resulting communication barrier be removed, as far as possible, so that these persons are placed in the same positions as similarly situated persons for whom there is no such barrier. Interpreters are highly skilled professionals who fulfill an essential role in the administration of justice. As officers of the court, interpreters help assure that such persons may enjoy equal access to justice and that court proceedings and court support services function efficiently and effectively. Interpreters may be privately retained or paid through public funds.

II. GENERAL PROVISIONS

SECTION 1: APPLICABILITY

This Policy shall guide and be binding upon all persons, agencies, and organizations who deliver interpreting services in the Maine State Courts.

Members of the public are frequently accompanied to court by family and friends who offer support. For persons of limited English proficiency this support can include communication with court staff and other officials. This support, while welcomed by the court system, does not substitute for an official interpreter. Because family members and friends who are providing assistance are not serving as interpreters, this Policy does not apply to them.

SECTION 2: EFFECTIVE DATE

This Policy takes effect on January 1, 2005. All persons to whom this Policy is applicable on that date, and all persons to whom this Policy thereafter becomes applicable, shall comply immediately with all provisions of this Policy.

SECTION 3: DEFINITIONS

A. "Appropriate Judicial Authority" means the Director of Services and Programs within the Administrative Office of the Courts.

B. "Presiding Officer" means the Judge, Justice, Case Management Officer, or Mediator overseeing the proceeding.

III. STANDARDS

STANDARD 1: ACCURACY AND COMPLETENESS

Interpreters shall render a complete and accurate interpretation or sight translation, without altering, omitting, or adding anything to what is stated or written, and without explanation.

Commentary:

The interpreter has a twofold duty: 1) to ensure that the proceedings in English reflect precisely what was

said by a non-English speaking person, and 2) to place the non-English speaking person on an equal footing with those who understand English. This creates an obligation to conserve every element of information contained in a source language communication when it is rendered in the target language.

Therefore, interpreters are obligated to apply their best skills and judgment to preserve faithfully the meaning of what is said in court, including the style or register of speech. Verbatim, "word for word," or literal oral interpretations are not appropriate when they distort the meaning of the source language, but every spoken statement, even if it appears non-responsive, obscene, rambling, or incoherent should be interpreted. This includes apparent misstatements.

Interpreters should never interject their own words, phrases, or expressions. If the need arises to explain an interpreting problem (e.g., a term or phrase with no direct equivalent in the target language or a misunderstanding that only the interpreter can clarify), the interpreter should ask the presiding officer's permission to provide an explanation. Interpreters should convey the emotional emphasis of the speaker without reenacting or mimicking the speaker's emotions, or dramatic gestures.

Sign language interpreters, however, must employ all of the visual cues that the language they are interpreting for requires -- including facial expressions, body language, and hand gestures. Sign language interpreters, therefore, should ensure that court participants do not confuse these essential elements of the interpreted language with inappropriate interpreter conduct.

The obligation to preserve accuracy includes the interpreter's duty to correct any error of interpretation discovered by the interpreter during the proceeding. Interpreters should demonstrate their professionalism by objectively analyzing any challenge to their performance.

STANDARD 2: REPRESENTATION OF QUALIFICATIONS

Interpreters shall accurately and completely represent their certifications, training, and pertinent experience.

Commentary:

Acceptance of a case by an interpreter conveys linguistic competency in legal settings. Withdrawing or being asked to withdraw from a case after it begins causes a disruption of court proceedings and is wasteful of scarce public resources. It is therefore essential that interpreters present a complete and truthful account of their training, certification, and experience prior to appointment so the officers of the court can fairly evaluate their qualifications for delivering interpreting services.

STANDARD 3: IMPARTIALITY AND AVOIDANCE OF CONFLICT OF INTEREST

Interpreters shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. Interpreters shall disclose any real or perceived conflict of interest.

Commentary:

The interpreter serves as an officer of the court and the interpreter's duty in a court proceeding is to serve the court and the public to which the court is a servant. This is true regardless of whether the interpreter is publicly retained at government expense or retained privately at the expense of one of the parties.

The interpreter should avoid any conduct or behavior that presents the appearance of favoritism toward any of the parties. Interpreters should maintain professional relationships with their clients, and should not take an active part in any of the proceedings.

During the course of the proceedings, interpreters should not converse with parties, witnesses, jurors, attorneys, or with friends or relatives of any party, except in the discharge of their official functions. It is especially important that interpreters, who are often familiar with attorneys or other members of the courtroom work group, including law enforcement officers, refrain from casual and personal conversations with anyone in court that may convey an appearance of a special relationship or partiality to any of the court participants.

The interpreter should strive for professional detachment. Verbal and non-verbal displays of personal attitudes, prejudices, emotions, or opinions should be avoided at all times.

Should an interpreter become aware that a proceeding participant views the interpreter as having a bias or being biased, the interpreter should disclose that knowledge to the appropriate judicial authority and counsel.

Any condition that interferes with the objectivity of an interpreter constitutes a conflict of interest. Before providing services in a matter, court interpreters must disclose to all parties and presiding officers any prior involvement, whether personal or professional, that could be reasonably construed as a conflict of interest. This disclosure should not include privileged or confidential information.

The following are circumstances that are presumed to create actual or apparent conflicts of interest for interpreters where interpreters should not serve:

1. The interpreter is a friend, associate, or relative of a party or counsel for a party involved in the proceedings;
2. The interpreter has served in an investigative capacity for any party involved in the case;
3. The interpreter has previously been retained by a law enforcement agency to assist in the preparation of the criminal case at issue;
4. The interpreter or the interpreter's spouse or child has a financial interest in the subject matter in controversy or in a party to the proceeding, or any other interest that would be affected by the outcome of the case;
5. The interpreter has been involved in the choice of counsel or law firm for that case.

Interpreters should disclose to the presiding officer and other parties when they have previously been retained for private employment by one of the parties in the case.

Interpreters should not serve in any matter in which payment for their services is contingent upon the outcome of the case.

An interpreter who is also an attorney should not serve in both capacities in the same matter.

STANDARD 4: PROFESSIONAL DEMEANOR

Interpreters shall conduct themselves in a manner consistent with the dignity of the court and shall be as unobtrusive as possible.

Commentary:

Interpreters should know and observe the established protocol, rules, and procedures for delivering interpreting services. When speaking in English, interpreters should speak at a rate and volume that enable them to be heard and understood throughout the courtroom, but the interpreter's presence should otherwise be as unobtrusive as possible. Interpreters should work without drawing undue or inappropriate attention to themselves. Interpreters should dress in a manner that is consistent with the dignity of the proceedings of the court.

Interpreters should avoid obstructing the view of any of the individuals involved in the proceedings. However, interpreters who use sign language or other visual modes of communication must be positioned so that hand gestures, facial expressions, and whole body movement are visible to the person for whom they are interpreting.

Interpreters are encouraged to avoid personal or professional conduct that could discredit the court.

STANDARD 5: CONFIDENTIALITY

Interpreters shall protect the confidentiality of all privileged and other confidential information.

Commentary:

The interpreter must protect and uphold the confidentiality of all privileged information obtained during the

course of her or his duties. It is especially important that the interpreter understand and uphold the attorney-client privilege, which requires confidentiality with respect to any communication between attorney and client. This rule also applies to other types of privileged communications.

Interpreters must also refrain from repeating or disclosing information obtained by them in the course of their employment that may be relevant to the legal proceeding.

In the event that an interpreter becomes aware of information that suggests imminent harm to someone or relates to a crime being committed during the course of the proceedings, the interpreter should immediately disclose the information to the appropriate judicial authority who is not involved in the proceeding and seek advice in regard to the potential conflict in professional responsibility.

STANDARD 6: RESTRICTION OF PUBLIC COMMENT

Interpreters shall not publicly discuss, report, or offer an opinion concerning a matter in which they are or have been engaged, even when that information is not privileged or required by law to be confidential.

STANDARD 7: SCOPE OF PRACTICE

Interpreters shall limit themselves to interpreting or translating, and shall not give legal advice, express personal opinions to individuals for whom they are interpreting, or engage in any other activities which may be construed to constitute a service other than interpreting or translating while serving as an interpreter.

Commentary:

Since interpreters are responsible only for enabling others to communicate, they should limit themselves to the activity of interpreting or translating only. Interpreters should refrain from initiating communications while interpreting unless it is necessary for assuring an accurate and faithful interpretation.

Interpreters may be required to initiate communications during a proceeding when they find it necessary to seek assistance in performing their duties. Examples of such circumstances include seeking direction when unable to understand or express a word or thought, requesting speakers to moderate their rate of communication or repeat or rephrase something, correcting their own interpreting errors, or notifying the court of reservations about their ability to satisfy an assignment competently. In such instances they should make it clear that they are speaking for themselves.

An interpreter may convey legal advice from an attorney to a person only while that attorney is giving it. An interpreter should not explain the purpose of forms, services, or otherwise act as a counselor or advisor unless he or she is interpreting for someone who is acting in that official capacity. The interpreter may translate language on a form for a person who is filling out the form, but may not explain the form or its purpose for such a person.

The interpreter should not personally perform official acts that are the official responsibility of other court officials including, but not limited to, court clerks, pretrial release investigators or interviewers, or probation counselors.

STANDARD 8: ASSESSING AND REPORTING IMPEDIMENTS TO PERFORMANCE

Interpreters shall assess at all times their ability to deliver their services. When interpreters have any reservation about their ability to satisfy an assignment competently, they shall immediately convey that reservation to the appropriate judicial authority.

Commentary:

If the communication mode or language of the non-English-speaking person cannot be readily interpreted, the interpreter should notify the appropriate judicial authority.

Interpreters should notify the presiding officer of any environmental or physical limitation that impedes or hinders their ability to deliver interpreting services adequately (e.g., the court room is not quiet enough for the interpreter to hear or be heard by the non-English speaker, more than one person at a time is

speaking, or principals or witnesses of the court are speaking at a rate of speed that is too rapid for the interpreter to adequately interpret). Sign language interpreters must ensure that they can both see and convey the full range of visual language elements that are necessary for communication, including facial expressions and body movement, as well as hand gestures.

Interpreters should notify the presiding officer of the need to take periodic breaks to maintain mental and physical alertness and prevent interpreter fatigue. Interpreters should recommend and encourage the use of team interpreting whenever necessary.

Interpreters are encouraged to make inquiries as to the nature of a case whenever possible before accepting an assignment. This enables interpreters to match more closely their professional qualifications, skills, and experience to potential assignments and more accurately assess their ability to satisfy those assignments competently.

Even competent and experienced interpreters may encounter cases where routine proceedings suddenly involve technical or specialized terminology unfamiliar to the interpreter (e.g., the unscheduled testimony of an expert witness). When such instances occur, interpreters should request a brief recess to familiarize themselves with the subject matter. If familiarity with the terminology requires extensive time or more intensive research, interpreters should inform the presiding officer.

Interpreters should refrain from accepting a case if they feel the language and subject matter of that case is likely to exceed their skills or capacities. Interpreters should feel no compunction about notifying the presiding officer if they feel unable to perform competently, due to lack of familiarity with terminology, preparation, or difficulty in understanding a witness or defendant.

Interpreters should notify the presiding officer of any personal bias they may have involving any aspect of the proceedings. For example, an interpreter who has been the victim of a sexual assault may wish to be excused from interpreting in cases involving similar offenses.

STANDARD 9: DUTY TO REPORT ETHICAL VIOLATIONS

Interpreters shall report to the appropriate judicial authority any effort to impede their compliance with any law, any provision of this Policy, or any other official policy governing court interpreting and legal translating.

Commentary:

Because the users of interpreting services frequently misunderstand the proper role of the interpreter, they may ask or expect the interpreter to perform duties or engage in activities that run counter to the provisions of this Policy or other laws, regulations, or policies governing court interpreters. It is incumbent upon the interpreter to inform such persons of his or her professional obligations. If, having been apprised of these obligations, the person persists in demanding that the interpreter violate them, the interpreter should turn to a supervisory interpreter, the appropriate judicial authority to resolve the situation.

STANDARD 10: PROFESSIONAL DEVELOPMENT

Interpreters shall continually improve their skills and knowledge and advance the profession through activities such as professional training and education, and interaction with colleagues and specialists in related fields.

Commentary:

Interpreters must continually strive to increase their knowledge of the languages they work in professionally, including past and current trends in technical, vernacular, and regional terminology as well as their application within court proceedings.

Interpreters should keep informed of all statutes, rules of courts and policies of the judiciary that relate to the performance of their professional duties.

An interpreter should seek to elevate the standards of the profession through participation in workshops,

professional meetings, interaction with colleagues, and reading current literature in the field.

Effective January 1, 2005